

Seirbhís Iarscoil Complaints Policy

Comharchumann Forbartha an Leith Triúigh have updated their policies regarding the operation of the Afterschool Service. The following Complaints Policy is available for review on our website www.cflt.ie and at Halla le Chéile.

Any advice, opinions and constructive feedback from the Children and their parents/ guardians regarding the Afterschool service we are providing will always be welcomes. All complaints will be dealt with transparently and in line with the following procedures;

- All complaints should be made to known to the staff of the Afterschool at a time that suits the parties in question.
- The complaint should be explained, giving all the information and details regarding the particular complaint
- The staff member to whom the complaint was made to shall record the minutes of the meeting
- Every effort will be made to resolve the problem as discreetly and as honestly as possible
- Five days will be the time allotted for reaching a resolution
- If no resolution is reached within seven days, there will be a meeting between the complainant, the Staff member and a member of the Board of Management. The case will again be discussed in detail at the meeting and every effort will be made to reach a satisfactory and reasonable resolution. Minutes of the meeting will be recorded.
- If the complaint is made about the member of staff, the above mentioned procedures will be followed except that the complaint will be directed to the Board of Management.
- If the complaint is about Child protection, a separate individual account will be kept and the policies and procedures for child protection (Our Duty to care, Children First and Child protection Policy) will be followed.
- Complaints will be dealt with by the Manager Caitríona Ní Churráin and Máire Áine
- Complaints will be filed for the Afterschool year

In cases which are deemed child abuse they will be dealt with as follows:

- Anyone can report a concern about a child. If you have any concerns about a child you should report it to the Child and Family Agency (Tusla).
- A report can be made in person, by telephone or in writing to the Child and Family Agency (Tusla). The Reporting Form should also be completed and submitted immediately to the Designated Liaison Person for your organisation, where appropriate.
- This report must also be forwarded to a Duty Social worker in the Child and Family Agency (Tusla) in the area where the child lives. To access the contact details of a Duty Social worker

you will need to log onto www.tusla.ie, select 'Get in Touch', and select 'Duty Social Work Teams'.

- If the Designated Liaison Person is unsure whether reasonable grounds for concern exist, they should informally

Complaint not within the scope of the service

Any complaints not within the scope of the school aged childcare service to investigate, will be referred appropriately. For example:

- If there are child safeguarding concerns relating to a complaint, the designated liaison person is informed, and the child protection policy of the service is followed.
- If a complaint involves a potential criminal offence, An Garda Síochána is notified.

Outcome and Response – Closing Complaints

Following the formal investigation of your complaint, we will let you know what we have found via your preferred form of communication. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions and outline any changes to policies/procedures, practice and risk management arising from the investigation. Where no grounds for the complaint are found, the person making the complaint will be notified and information detailing the next stage will be provided. We will share any recommendations from our investigation with the complainant and also all relevant staff. We will outline the appeals process as part of the complaint response.

Appeal

If you are not satisfied with the recommendations made by the Manager, you have the right to request a review. Complaints can be appealed 4 days of the decision been made with the Board of Management.

Child Friendly Policy

A child friendly version of the complaints policy and procedures has been developed with the Children in the Afterschool service. The policy describes how the children can make complaints themselves and outlines a process of how they will be facilitated and supported to do so