



Complaints Policy	Date: January 2017	Revision No: 1	Page 1 of 2
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1. POLICY STATEMENT

At Littleminds we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Making concerns known

A parent who is uneasy about any aspect of the group's provisions should first of all talk over any worries and anxieties with Elaine Grima or Monica Kirkby the centre managers.

The parent should put the concerns or complaint in writing and request a meeting. Both parents and owners may have a friend, relative or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally at this initial stage.

If the matter is unresolved to the parents' satisfaction, the parents should again contact the managers. If parents and managers cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. She/ he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given.

Complaints will be filed for three years.

The role of the registering authority

In some circumstances, it might be necessary to bring in the local authority registration inspection unit (Department of Social Welfare Standards), who have a duty to ensure laid down requirements are adhered to and with whom the registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and Littleminds would be informed and a proper investigation of the complaint will take place followed by appropriate action.

DQSE involvement

A parent has the right to contact the DQSE helpline if they so desire. Providers must provide DQSE, on request, with a written record of all complaints made during any specified period, and the action which was taken, as a result of each complaint.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the centre and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.