

## Complaints for Parents/Guardians

MYFRC welcomes all children and parents/guardians' views in our service. It is the policy of our service to give careful attention and a prompt and courteous response to any and all suggestions, comments or complaints received thereby ensuring the service is meeting family's needs. This policy is a requirement of the Child Care Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018.

If a parent/guardian has a comment or concern with the service, they should highlight this to the service manager Mike Farrell, as soon as possible. If Parents/Guardians wish they can discuss this with a staff member/manager/Board member as early as possible in order for it to be resolved quickly and informally. However, if a parent/guardian has a formal complaint the following procedure should be followed:

### Complaints procedure

- If a parent/guardian wishes to make a complaint they should contact the staff/ manager /Board member to discuss and, hopefully, resolve the matter on the spot.
- Should the matter remain unresolved then the complaint must be put in writing to the service or the nominated person on the management Committee
- A written acknowledgement of the complaint will be sent as soon as possible (within 2-3 days)
- If the complaint is related to the behaviour of a staff member of the MYFRC, they will be informed that a formal complaint has been made and be given the full details in the interest of fairness. If this is considered a potential disciplinary matter the staff member may be removed from the situation until a full investigation has been completed. The staff member will be given support during this time.
- A full investigation of the complaint will occur by the Manager within 10 working days.
- If required, an external party will support the investigation.
- The investigation panel will be comprised of the MYFRC Manager, the Chair Person of the Board of Management and at least one member of the staffing subcommittee.
- In relation to an individual complaint, membership of the investigation panel will not be comprised of any person directly involved in the complaint or related to the complainant or staff member to ensure there is no conflict of interest.
- Following a full investigation, the complainant will be notified in writing of the outcome (within 15 working days)
- Confidentiality will be of the utmost importance when dealing with all complaints and comments.
- In the case of a child protection matter a confidentiality agreement may be broken, however the staff/board member should only disclose information to the appropriate authority i.e. Tusla or An Garda Síochána.
- Parents/guardians will have the opportunity to appeal the decision of the investigation. The procedure will recommence.

- Our compliant template can be found at the end of this policy.
- This policy will be available and communicated to parents/guardians/staff and school age Young People.
- This policy will be reviewed in July 2020.
- Our complaints procedure for staff is located in MYFRC Staff Handbook.

Please note all complaint records will be retained for a period of 1 year following the formal logging of the complaint. If disciplinary procedures were activated as a result of the complaint, the complaint record will be retained for 1 year following the completion of the procedures.

## Complaints for Young People

MYFRC welcomes all Young People's views in our service. It is the policy of our service to give careful attention and a prompt and courteous response to any and all suggestions, comments or complaints received thereby ensuring the service is meeting the Young People's needs.

If a Young Person has a comment or concern with the service, they should highlight this to the service manager Mike Farrell or to a staff member/manager/Board member as early as possible in order for it to be resolved quickly and informally. However, if a Young People has a formal complaint the following procedure should be followed:

### Complaints procedure

- If a Young Person wishes to make a complaint they should contact the staff/ manager /Board member(whoever the Young Person feels most comfortable speaking to) to discuss and, hopefully, resolve the matter on the spot. Parents/Guardians will be notified unless staff/manager/board feel it puts the Young Person at risk.
- Should the matter remain unresolved the staff/manager/board member/parent/guardian can support the Young Person to put the complaint in writing to the service or the nominated person on the management Committee
- An acknowledgement of this would be verbal and documented on an incident report sheet which is then reported to the Manager and will be acknowledged on the day it is received.
- Where a complaint is related to a staff member of the MYFRC, the staff member will be informed that a formal complaint has been made and be given the full details in the interest of fairness. The Young Person will be supported in their understanding of this process and will be kept informed on its progression.
- The Young Person will be offered to meet with the staff to resolve the issue with the present of their parent/guardian and another member of staff/board. If this is considered a potential disciplinary matter the staff member may be removed from the situation until a full investigation has been completed. The staff member will be given support during this time.
- A full investigation of the complaint will occur by the Manager within 10 working days.
- The investigation panel will be comprised of the MYFRC Manager, the Chair Person of the Board of Management and at least one member of the staffing subcommittee.
- In relation to an individual complaint, membership of the investigation panel will not be comprised of any person directly involved in the complaint or related to the complainant or staff member to ensure there is no conflict of interest.
- This panel can change to ensure child friendliness.
- Following a full investigation, the Young Person will be notified that there will be a meeting to discuss the outcome (within 15 working days).
- Confidentiality will be of the utmost importance when dealing with all complaints and comments.

- In the case of a child protection matter a confidentiality agreement may be broken, however the staff/board member should only disclose information to the appropriate authority i.e. Tusla or An Garda Síochána.
- Young Person's will have the opportunity to appeal if they are unhappy with the decision of the meeting. The procedure will restart.
- This policy will be available and communicated to parents/guardians/staff and school age Young People.
- This policy will be reviewed in July 2020.

Please note all complaint records will be retained until the Young Person reaches 23 years of age.

**Review:**

This policy will be reviewed on an annual basis by the Manager of the MYFRC.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Review History**

- Draft 1, December 2019
- Draft 2, January 2020



### MYFRC Complaints Record Form

#### Part 1 – Complainant Details

Date of Complaint: \_\_\_\_\_ Complaint Number: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Phone/Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Relationship of Complainant to MYFRC: \_\_\_\_\_

Is the complaint solely on behalf of the individual or an organisation they represent:

Yes  No  If Yes, please state name of organisation: \_\_\_\_\_

#### Part 2: Details of Complaint

Please provide details in relation to the complaint:

Time and date: \_\_\_\_\_ Location: \_\_\_\_\_

Please describe the nature of the complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please use additional paper if needed

Referred to: \_\_\_\_\_ Date: \_\_\_\_\_