

## **COMPLAINTS POLICY**

St Bernard's Pre-School Education Centre aims to provide a high quality and courteous service to all we come in contact with. Whilst we endeavour to make our provision accessible and acceptable to all, there may be instances when we do not meet these standards. We welcome any suggestions about how we may improve the group and take any complaints and concerns seriously.

- If any parent/carer should have cause for complaint they should in the first instance raise their concerns with the Pre-school Leader, Kylie Scott or in her absence, Donna Mulhern the Pre School Manager. This may be verbal or in writing.
- The complaint will be recorded in our complaints record book and the matter fully investigated. Details of the investigation, any action taken as a result of that investigation and whether the outcome was satisfactory will be fully recorded.
- If the complaint needs further investigation a mediator may be called to give advice. The mediator will be someone who can listen equally to both sides with an unbiased view and help resolve the area of concern. Confidentiality will be maintained by all parties involved.
- In the event that the nature of the complaint involves either the above staff member's mentioned then the complaint should be referred to the Belfast Health and Social Care Trust; (our Key Social Worker is Nuala Lavery) who are responsible for ensuring the group is complying with the National Standards for Sessional Care and providing a good quality of service. Any complaints that are still unresolved after reporting to Kylie Scott & Donna Mulhern should also refer to our Key Social Worker Nuala Lavery. The Trust can be contacted in the following ways

In writing to:           Belfast Health and Social Care Trust  
                                  Early Years Services  
                                  Everton Complex, 585-587 Crumlin Road  
                                  Belfast  
                                  BT14 7GB

By Telephone:         028 95 042811

- Individual members of staff have the right to reply to any complaint at any stage.

See below for copy of Complaints Procedure

## **How can I Make a Complaint?**

### **Your rights as a person making a complaint**

In dealing with your complaint we will ensure that you receive:

- Fair treatment
- Courtesy
- A timely response
- Accurate advice
- Respect your privacy, concerns will be treated as confidentially as possible allowing for the possibility that we may have to consult with appropriate Agencies about your complaint.
- Reasons for our decisions

### **Your responsibilities as a person making a complaint**

In raising an issue we would expect that you:

- Raise issues in a timely manner
- Treat our staff as professionals, in a non-threatening manner and with respect and courtesy.
- Provide accurate and concise information in relation to the issue you raise.
- Use these procedures fully and to engage in them at appropriate levels.

## **Making a Complaint**

### **Stage 1**

Informal speaking with Kylie Scott (Pre School Leader)

### **If the complaint remains unresolved**

### **Stage 2**

Informal speaking to Donna Mulhern (Manager)

### **If the complaint remains unresolved**

### **Stage 3**

Formal writing to Donna Mulhern (Manager)

### **If the complaint remains unresolved**

### **Stage 4**

Informal meeting with a mediator will be requested – if applicable

### **If the complaint remains unresolved**

### **Stage 5**

Contact with Link Social Worker (Nuala Lavery) Belfast Health & Social Care Trust