**MUNTERCONNAUGHT COMMUNITY DEVELOPMENT**

 **ASSOCIATION CLG**

**SUPERKIDS**

**COMPLAINTS POLICY & PROCEDURES**

**December 2023**

1. SuperKids is a community-based preschool: the registered provider is Munterconnaught Community Development Association clg (MCDA), with its registered office at Ballydurrow Community Centre, Ballydurrow, Virginia, County Cavan, A82 A306.

2. SuperKids is committed to providing a high-quality service to everyone we deal with. If you have any comments or complaints about SuperKids, we would like to hear from you. We are committed to listening to your complaints and to treating them seriously so that we can learn from them and continuously improve the service we offer.

3. SuperKids hopes that, in the first instance, complaints would be handled informally.

4. In the event that a complaint cannot be handled informally, we advise individuals to follow the procedure set out in this policy statement.

5. All complaints made are treated confidentially.

6. SuperKids endeavours to fulfil the following values in all aspects of our service:

* respectful partnership;
* focusing on the needs and well-being of the children attending our preschool;
* positive engagement with parents;
* openness and sharing of information; and
* professional and efficient.

7. SuperKids informal complaints procedure is as set out below.

 7.1 In the first instance, SuperKids invites parents/guardians to make complaints informally. This should ideally be done in person and can be a conversation with the Room Leader, the Manager or one of the Directors of MCDA with responsibility for SuperKids.

 7.2 Where possible we try to handle all complaints informally. We aim to ensure that making a complaint is as easy as possible and to deal with it promptly and politely.

 7.3 We endeavour to learn from complaints and use them to improve our service.

 7.4 We review our Complaints Policy and Procedures annually.

 7.5 We aim to informally resolve a complaint within five working days.

 7.6 If a complaint cannot be dealt with informally, we shall implement our formal procedure.

8. SuperKids formal complaints procedure is set out below.

 8.1 There are certain times when a complaint cannot be dealt with informally. In such circumstances we direct parents/guardians to make a formal complaint in writing.

 8.2 A formal complaint can be made by email at cosec@munterconnaught.ie or by post to Caroline Farrelly, Director, Munterconnaught Community Development Association clg, Ballydurrow Community Centre, Ballydurrow, Virginia, County Cavan, A82 A306. If you have any difficulty with submitting a complaint, please contact us by phone or in person and we shall provide appropriate assistance.

 8.3 When making a complaint in writing, the complainant should include the following information:

* name, address, a daytime telephone number and, if applicable, an email address;
* full details of the complaint including relevant dates and times;
* names of those involved (including staff);
* details of what you are hoping to achieve (apology, explanation, etc.);
* copies of any documentation; and
* Your preferred method of communication – by phone, email or in writing.

 8.6 We will formally acknowledge the complaint within five working days.

 8.7 MCDA will assess the complaint and the level of risk, if any, posed. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

 8.8 MCDA will confirm that the issue raised in the complaint is within the control of SuperKids. If there is more than one issue raised in the complaint, MCDA will determine whether each issue needs to be addressed separately.

 8.9 MCDA will consider how to handle the complaint most effectively. We will inform the individual making the complaint if a formal investigation will be involved (9 below) and advise them of who will be leading the investigation.

 8.10 If necessary, a panel will be formed to investigate the complaint. The members of this panel will not be involved in the complaint in any way. They will not be related in any way to the complainant or any staff member involved in the complaint.

 8.11 It is our aim to respond in full to any complaint formally investigated within 30 working days.

 8.12 If there is a delay in the timeline of issuing the response, we shall notify the complainant as soon as possible.

 8.13 The person making the complaint will be kept informed of the progress of the formal procedure.

9. Details of the investigation procedures are set out below.

 9.1 Depending on the nature of the complaint, a Director of MCDA with responsibility for SuperKids will determine the type of investigation that will take place to ensure that the complaint is thoroughly and objectively investigated.

 9.2 Everything possible will be done to ensure that the investigation procedure is carried out sensitively and appropriately.

 9.3 The person leading the investigation will first aim to establish the relevant facts of the case. When investigating a complaint, all relevant evidence will be carefully considered.

 9.4 When investigating a complaint, it may well be necessary to meet with the complainant to discuss the complaint further and/or to seek additional information regarding the complaint. The complainant may bring someone with them to such a meeting.

 9.5 All staff must participate in any investigation as required by the person leading the investigation. Any staff member involved in the complaint will be supported throughout the process.

10. On conclusion of an investigation a formal response will be forwarded to the complainant.

 10.1 The response will clearly set out what was found during the investigation procedure and the conclusions reached as a result.

 10.2 The response will also provide details of any changes in policy, procedures, risk management and/or practices resulting from the investigation.

 10.3 When no grounds for complaint are found, the person making the complaint will be notified and information regarding appeal given.

 10.4 We shall share any recommendations resulting from the investigation with the complainant and also all relevant staff members.

11. If a complainant is dissatisfied with the response to their complaint, then there is the opportunity to make an appeal. Any appeal must be made within five working days of the response being received. Details of the appeals process will be given in the formal response forwarded to the complainant.

12. An accurate and detailed record of each complaint will be kept for a period of two years from the date the complaint has been dealt with. Complaint information is stored confidentially and can only be accessed by Directors of MCDA.

13. Any complaint not within the scope of SuperKids will be referred appropriately.

14. We believe that all complainants have the right to be heard, understood and respected. However, we also believe that our staff have the same rights. We, therefore, expect that anyone making a complaint will be polite and courteous in their dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.