



Victoria College Day Care

Complaints Policy – referencing Standard 16

June 2023

Policy Date – 09/06/23
Agreed by Governors – 16/06/2023
Review Date – January 2023
Drafted by – E Wilson

1. Rationale:

Victoria College Day Care is committed to promoting high quality education by employing and supporting staff who will work with a high degree of commitment and professionalism in an environment where every individual is respected. The purpose of this policy and accompanying procedures is to establish a clear framework for managing complaints within the Day Care setting. This policy applies to all teachers, leaders and assistants employed by Victoria College Day Care.

2. Aims and Objectives:

1. To ensure that all complaints within the Day Care setting are managed appropriately.
2. To inform staff and parents of the policy and procedures for managing complaints in the Day Care setting.

3. Procedures:

Victoria College Day Care welcomes suggestions on how to improve the provision in the setting and a parental comment book is in place. Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

MAKING CONCERNS KNOWN

Any parent/carer who would like to discuss any aspect of the Day Care's provision should talk over any worries and anxieties with the room leader. If the parent/carer is still concerned they should raise the issue with the Deputy Manager. If there is no satisfactory outcome within 14 days, or the problem re-occurs, the parent/carer should:

1. put their concerns in writing. This will be acknowledged by Victoria College Day Care within 3 working days of receipt,
2. request a meeting with the Day Care Manager, Miss Wilson
3. receive a written record of the discussion taken.

Any complaint (at a local level) will be resolved within 14 days and the agreed resolution confirmed in writing to the complainant. In the event that the complaint is made against the Day Care Manager, please reference the Allegations Against Staff Policy for the Day Care's procedures.

If a parent/carer wishes to make a formal complaint in writing this should be referred to the Registered Person. The Registered Person (as the designated person) will then fully investigate the issues raised and report formally (in writing) to the complainant.

If the complaint remains unsatisfactorily resolved at local level, please contact the Early Years Team at Everton Complex, 585-587 Crumlin Road, Belfast (028 95 042811) to make the complaint known.

5. Review and Evaluation:

The policy will be reviewed every six months by the Day Care Manager and once a year by the Board of Governors. The policy will be kept under review by senior members of staff who will keep Governors informed of any difficulties that may arise.