

## QUEEN'S UNIVERSITY BELFAST

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### Childcare Services

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#### Comments and Complaints Policy

Childcare Services at Queen's welcome any comments parents may have on any aspect of the provision for the children in their care. Comments help management and staff and ensure the views of parents are considered in the development of services.

If a parent/carer has a comment or complaint regarding the provision, attitude of staff or the quality of care their child receives they should bring it to the attention of the management team who will endeavour to resolve the issue within 7 – 10 working days wherever possible.

We have procedures in place to ensure that parents/carers can easily express any comments or complaints. These are:

- Through an Open door Policy
- A comment box and cards within each site
- A comments and complaints record held on each site
- Daily contact with parents/carers
- Contact details for all members of the Management Team are made available to all parents.

Any complaints will be acknowledged by a member of the Management Team through various means of communication i.e. a direct acknowledgement, e-mail, telephone or in writing, depending on the parents preferred method. A record of any such comments or complaints will be recorded and held on the site which the child/ren attends. Parents will be requested to sign these records and any other subsequent documents pertaining to the resolution of the complaint.

If the parent/carer does not receive a satisfactory outcome or if the problem re-occurs, the parent should put the complaint in writing. The management team will take action to address the issue and the parent/carer will be informed of the outcome within 7 – 10 working days.

If the parent/carer feels unhappy with the outcome and feels the issue should be taken further, they should contact the registering social worker:

All sites:- Andrea Annett- 028 95 042811