

QUEEN'S UNIVERSITY BELFAST

Childcare Services

Comments and Complaints Policy

1. 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 to ensure the views of parents / carers are considered in the development of services.
2. 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.
3. 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.
4. All complaints will be acknowledged by a member of the Management Team by the parent's indicated preferred method of communication ie e-mail, telephone or in writing. 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 read, sign and date these records and any other subsequent documents pertaining to the resolution of the complaint.
5. If the parent/carers 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/carers will be informed of the outcome within 7-10 working days.
6. If the parent/carers continues to feel unhappy with the outcome and wishes that the issue to be taken further, they should contact the registering social worker:

Link Social Worker - Kevina McDonald - 028 95 042811