**QUEEN’S UNIVERSITY BELFAST**

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Childcare Services

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**Staff Comments and Complaints Policy**

1. This policy and the procedures have been developed for use within Childcare Services at Queen’s University and are an addition to the general University Complaints Policy which is open to all University staff members.
2. Aims

We aim to work in partnership with all staff members in decision making on policy and working practice.

We welcome comments / suggestions on ways to improve all aspects of the childcare service.

All comments and suggestions will be taken seriously and dealt with fairly and in confidence.

We endeavour to quickly and informally resolve concerns through discussion.

If any complaints cannot be resolved informally staff members may follow the Complaints procedure.

1. Procedures

A Comments/Complaints Box will be provided in the Childcare site, for the staff members who feel / are unable to speak directly to their manager.

Each manager will hold supervision meetings with every staff member in her group on a six- eight week basis. Staff will be given several days notice of these meetings in order to prepare. A record of the meetings will be made and kept confidentially within the site.

Any comments or complaints will be shared and addressed at the weekly management meetings.

In the case where an issue is not resolved on an informal basis, staff members should put the complaint in writing to their manager or to the Head of Childcare Services, if they feel this to be more appropriate.

If no resolution is then reached a meeting may be requested with the Head of Childcare Services. The staff member may have a colleague or other person present if wished. A written record of this meeting will be kept. Staff will be requested to read, sign and date this document.

Should this fail to resolve matters an external mediator from the University Personnel may be invited to resolve the issue.

In the circumstances it is felt that a child is at risk, the Designated Safeguarding Officer should be contacted. See Safeguarding Children Policy.

If it is felt that there has been a breach of registration requirements it may be necessary to contact the Social Services through the Registered Social Worker.

**Contact Details:**

Karen McCormick Interim Head of Service 028 90 662146

Angela Waldram Deputy Childcare Manager 028 90 662146

Linda McCord Deputy Childcare Manager 028 90 662146

**Childcare Services Designated Officers:**

Karen McCormick Interim Head of Service 028 90 662146

Angela Waldram Deputy Childcare Manager 028 90 662146

Linda McCord Deputy Childcare Manager 028 90 662146

Queens University Belfast, Personnel Department 028 90 971039

Kevina McDonald Link Social Worker

Early Years Service 028 95 042811

The Gateway Team (Saintfield Road) 9.00am- 5.00pm 028 9050 7000

Regional Emergency Social Work Service 028 9504 9999