

# COMPLAINTS POLICY

REVISION HISTORY		
Revision	Date Issued	Summary of Changes
00	210420	Initial Release ISO Format

CIRCULATION LIST		
Name	Signed	Date

# COMPLAINTS POLICY

## 1. Purpose/Scope

The Complaints Policy ensures that all persons are presented with procedures that:

- Value their opportunity to be heard
- Promote conflict resolution
- Encourage the development of harmonious partnerships and a culture free from discrimination and harassment
- Ensure that conflicts and grievances are mediated fairly
- Are transparent and equitable and compliant with legislative requirements
- Keep confidential, where practicable, the information provided by any person involved with a complaint

This policy applies to Board, staff, tutors, CE Trainees, Work Experience Trainees and any other person or service who is involved in the business operations of National Childhood Network

## 2. References

QQI Training Policies – Training Office

## 3. Records

Title	Location	Retention Period (Minimum)
Master Copy (Paper)	Finance Office	No End Date
Electronic Copy on server	N:\NCN Policies & Procedures/ Complaints Policy	No End Date

## 4. Procedure

All complainants will:-

- As soon as practicable communicate any concerns relating to our business operation

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- Raise any concerns with the appropriate person to whom the Board of Directors has delegated the duties of the daily operation of our work

**4.1** The appropriate person will with whom the complaint has been raised will

- Where possible/practicable respond to and resolve issues as they arise within the framework of this policy
- Record and report ALL complaints to the CEO Denise McCormilla as soon as practicable
- Ensuring that this policy is available for inspection at the service at all times.

### **4.2 Step 1: Receiving a complaint**

When a complaint is raised the staff member should

- Receive the complaint and encourage the complainant to submit their complaint in writing in order to make the terms or basis of any complaint as clear as possible.
- Inform the complainant of the Complaints Policy of the organisation
- Inform the relevant person and the CEO that a Complaint has been raised
- Stand aside from participation in procedures related to the investigation, or management of a complaint if personally involved as a complainant, or involved in the complaint

### **4.3 Step 2: Assessment of the complaint**

- The appropriate person will commence action within 48 hours of the complaint being received, working in conjunction with the CEO as required. A written report will include:
  - Details of the event or incident
  - The name of the person who initially made the complaint
  - Any other relevant information
  - Contact details of a nominated member and/or the CEO

### **4.4 Step 3: Considering the complaint**

- Consider the nature and the details of the complaint.
- The CEO will inform the Board of directors if required

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- If required, invite the complainant to meet with the CEO and or relevant person or members of the Board of Directors (who have delegated authority to deal with the matter) to discuss the complaint and to provide additional information where relevant.
- If a meeting is not required, the relevant person or CEO will notify the complainant of the procedure for dealing with the complaint. Time, date and details of this conversation are to be recorded. This is to be followed up with a letter from the relevant person or CEO outlining information discussed.
- Maintain appropriate records of the information and data collected. This includes minutes of meetings and copies of relevant documentation relating to the complaint
- Respect the confidential nature of information relating to the complaint. The relevant person and /or the CEO will handle any complaint in a discrete and professional manner. All written information relating to complaints will be stored in compliance with the Data Protection Policy of the organisation

### **4.5 Step 4: Investigating the complaint and gathering relevant information**

- The relevant person or CEO will arrange a meeting with individual witnesses to any alleged incident, giving right of reply to the person or persons against whom the allegations are made in relation to any accusation or information relating to an alleged complaint
- Review relevant information and documents
- Obtain any other relevant information or documentation that will assist in trying to resolve the complaint. Seek advice, where appropriate, from individuals and organisations that may be able to help resolve the complaint

### **4.6 Step 5: Resolving the complaint**

- General complaints: Endeavour to resolve the complaint by mutual agreement of the parties involved
- Reporting outcomes to the Board of Directors where required, setting out the terms of any recommendations to be considered by the Board of Directors
- Confidentiality of complainants will be maintained at all times

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- Refer the complaint to the Board of Directors in the event that the complaint has **not** been resolved to the satisfaction of the parties involved, or where particular decisions require Board of Directors approval

## 4.7 Step 6: Involving the Board of Directors

- Provide a report to the Board of Directors, including relevant information gained in investigations and consultations relating to the complaint
- The Board of Directors will review the report and any recommendations from the Service Manager. the Board of Directors will make a decision on the action, if any, to be taken, including relevant review of mechanisms
- The complaint may be subject to an external review process and / or mediation by an external party if the Board of Directors feels this is appropriate

## 4.8 Step 7: Reporting back and follow-up

- Advise the complainant and other relevant parties, of any decisions the Board of Directors has made relating to the complaint. Where appropriate the relevant person and / or CEO, will set in place relevant review of mechanisms and/or procedures to monitor progress
- Record all complaints (including minor complaints resolved by the relevant person and provide a report to the CEO and / or Board of Directors
- A record of all complaints including the number and nature of any complaints received, and the outcomes should be kept on file for inspection purposes
- Confidentiality will be maintained at all times

## 5. Responsibilities

It is the responsibility of all Board and staff to implement this policy

## 6. Definitions

## COMPLAINTS POLICY

**Complaint** - Any verbal or written grievance from Board, Staff, Tutors Trainees both CE and Work Experience. Any person or service that is engaged in the business operations of National Childhood Network

**General Complaint** - A general complaint may address any aspect of our business operations

**Complaint resolution procedure** - The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

Signed..... Signed.....

Date..... Date.....