



Roscommon County Childcare Committee Customer Charter & Client Complaints Procedures

Who we are?

Roscommon County Childcare Committee CLG (Roscommon CCC) acts as local agent on behalf of the DCYA and co-ordinates and supports the local implementation of national early learning and care programmes at a local level Under the National Childcare Investment Programme. Roscommon CCC has increased responsibility for the further development of quality childcare provision as the local agent of the Department of Children and Youth Affairs.

Our commitments to you

In the local implementation of National Early Learning and Care Programmes, Roscommon CCC is committed to the processes, principles and practices of developing quality affordable childcare delivered through a customer-focused approach that reflects the ethos of Roscommon County Childcare Committee. We make the following commitments to you, our customer:

1. Timeliness

- Roscommon CCC will:
- Offer you a prompt, accurate & efficient response in all our dealings with you appropriate to the service you are availing.
- All processes involved in National Early Learning and Care Programmes and funding applications will be followed accurately.
- Due process will be given to all funding applications processed by Roscommon CCC.

2. Access

- Roscommon CCC will:
- Endeavour to use methods of communication which are accessible
- Meet customers in a mutually convenient/suitable location that facilitates people with specific requirements and which meets occupational and safety standards.
- Our offices including Reception, Waiting and Interview Rooms will be safe, clean and well maintained and accessible for people with disabilities.
- We recommend that you make an appointment if you wish to meet a particular member of Staff

When you telephone our Office:

- We will answer all calls promptly during office hours.
- When answering the telephone, the name of the Committee is given together with the name of the person to whom you are speaking.
- We will deal with your call in a courteous manner.

- You will be given details of the name and section of the staff member to whom you wish to speak.
- The aim of our Staff is to be as helpful and informative as possible.
- If we are unable to provide the information you need immediately, we will take your contact details and call you back or issue the information to you in writing as soon as possible

When you email/write to us:

- We will endeavour to reply to routine enquiries within seven working days.
- Should your enquiry require research or consultation, we will acknowledge your query and we will further reply to you within 21 working days.
- We will reply to all correspondence in a clear, concise way that will answer the issues raised by you.
- Your correspondence will be treated in confidence.
- We aim to use forms that are clear and well presented.

3. Choice

Roscommon CCC will endeavour to:

- Provide you with choice in order to gain maximum access to our services through the provision of a staff structure with named contact personnel.
- All information will be available in a user-friendly format and will utilize emerging technologies e.g. website, social media, electronic format, email, online applications or conferencing.

4. Courtesy

Roscommon CCC will

- Approach all our interactions with you in a professional manner,
- Promote an environment of courtesy, sensitivity and mutual respect.

5. Transparency

- Roscommon CCC is committed to transparency in all of its decision-making processes (in line with the Freedom of Information and Data Protection Acts) and will deal with customers in a conscientious and honest manner ensuring impartiality at all levels.

6. Better Co-ordination

- Roscommon CCC commits to linking and co-ordination in a flexible manner with other structures at national/regional/local level as appropriate to help advance better co-ordination of the types of services we deliver, particularly those that target the provision of local early learning and care services.

7. Equality/Diversity

- Roscommon CCC will conduct its business in accordance with Equality Legislation and Roscommon County Childcare Committee's Employment Policy.

8. Feedback to you

- In our approach to implementing the National Childcare Programmes locally Roscommon CCC will endeavour to provide you with useful feedback appropriate to the service you are availing of.

9. Feedback from you

- Roscommon CCC will welcome and take on board as appropriate any feedback you may provide to help us to continuously improve our service delivery and in our role of identifying good practice for others.

10. Complaints

- What is a complaint? We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Roscommon County Childcare Committee, as laid out under the commitments in our Customer Charter.
- All complaints will be handled within specified timeframes in a fair, impartial and confidential manner, mindful of our obligations under the Freedom of Information Act.

How to make a complaint:

- All complaints must be made in writing (email or letter) and must state clearly that a complaint is being made, the basis for the complaint and what follow up action is envisaged as a result of the complaint.
- For the purpose of the Freedom of Information Act, you should also state whether you require your complaint to be treated in a strictly confidential manner. Please also note that your complaint should be sent in the first instance by post to:
The Manager, Roscommon County Childcare Committee, Knock Road, Castlerea, Co. Roscommon marked confidential and private or emailed to irene.cafferky@roscommonchildcare.ie marked confidential and private.
- Legitimate complaints will be dealt with impartially, sympathetically and speedily and within the policy and regulations governing the Board.

The Roscommon CCC offers information and support to childcare providers, parents, childminders and employers to increase the capacity and improve the quality of childcare places in the county.

Purpose

This policy aims to ensure optimum complaint management that is consistent with Roscommon CCC mission and ethos. Roscommon CCC aims to provide a service acceptable to all our clients, our partner organisations and our staff team.

Scope

The procedures set out in this document are meant to provide a means to resolve a dispute between the Roscommon CCC and any of the complainants. It requires full commitment from all members of staff and management.

Type of Complaint

- Complaint against a staff member
- Complaint regarding general service provision
- Complaint against a Board member

Complaints may be made by

- Childcare services
- Parent/ Children
- Childminders
- A partner agency
- A member of the public

It does not address complaints made by staff (these are dealt with through grievance and disciplinary policies and procedures) or Board of Management (dealt with using the principles of the Grievance Policy). Any complaints regarding job applications will be dealt with through the Recruitment and Selection Policy.

Policy and Procedure

A complaint can be defined as an expression of dissatisfaction, made by a service user or those acting on behalf of the user or a partner agency. Complaints should be made in writing using our complaints form.

Principles

- Complaint handling procedures will be known and understood by Roscommon CCC staff, management, clientele and partner agencies
- Roscommon CCC will provide a fair, full and impartial investigation without penalty in respect of quality of service to the complainant
- The steps for making a complaint will be simple and transparent and are outlined below
- Confidentiality will be maintained at all times
- We aim to resolve complaints within a 28 day time frame
- The complaints procedure is without prejudice to the complainant's statutory right to make a complaint elsewhere
- Acknowledgment should be as soon as possible.

Procedure

Persons designated to handle complaints:

- The Manager
- The Chairperson of the Board of Directors
- All service users and any partner agencies will be informed that the above personnel who will be named will handle all complaints.
- Employees of Roscommon CCC are obliged to participate in any investigation relating to complaints as appropriate.

Complaint against a staff member

- This complaint will be made to the Roscommon CCC County Childcare Coordinator/Manager
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven day timeframe
- The Manager will provide a standard complaint form to the complainant. This should be posted on the day of the complaint
- Confirmation of receipt of written complaint will be posted to complainant
- The complaint will be investigated on receipt of the written complaint
- The Manager will investigate the written complaint
- The Manager should brief the Board on any complaints arising at Operational and Board meetings

Complaint against the Manager

- This complaint will be made to the Chairperson of the Board of Directors
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven day timeframe. The Chairperson will provide a standard complaint form to the complainant. This should be posted on the day of the complaint.
- The complaint will be investigated on receipt of the written complaint
- Confirmation of receipt of written complaint will be posted to complainant
- The Chairperson will investigate the written complaint
- The Chairperson should brief the Board on any complaints arising at Operational and Board meetings

Complaint regarding general service provision

- This complaint will be made to the Manager of Roscommon CCC
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven day timeframe
- The Manager will provide a standard complaint form to the complainant. This should be posted on the day of the complaint
- The complaint will be investigated on receipt of the written complaint
- Confirmation of receipt of written complaint will be posted to complainant
- The Manager and the Chairperson will investigate the written complaint
- The Manager/Chairperson should brief the Board on any complaints arising at Operational and Board meetings

Complaint against a Board member

- This complaint will be made to the Chairperson of the Board of Directors. In the event that the complaint is against the Chairperson on the Board the complaint should be dealt with by another nominated Director of the Board.
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven day timeframe
- The Nominated Director/Chairperson will provide a standard complaint form to the complainant. This should be posted on the day of the complaint
- The complaint will be investigated on receipt of the written complaint
- Confirmation of receipt of written complaint will be posted to complainant

- The Chairperson and/or another Director will investigate the complaint
- The appropriate person should brief the Board on any complaints arising at Operational and Board meetings

Investigation of complaints

- Only complaints received on the Roscommon CCC Complaints Form will be investigated (this may be via email or post, see appendix 9).
- Roscommon CCC will acknowledge receipt of your complaint no later than 7 working days after receipt.
- All investigations will take place within a 28 day period
- Any extension to the 28 day period will be mutually agreed by both parties
- All communication/meetings/interviews relating to a complaint will be recorded in writing
- The outcome of the complaint will be communicated to the complainant in writing within two weeks of completing the investigation

Note: In certain circumstances the outcome of the complaint may require the invoking of another company policy and procedures such as the discipline or grievance policy

If you are not satisfied with the outcome of the investigation by the Roscommon County Childcare CLG, you have a right to appeal to the Office of the Ombudsman.

The Ombudsman is completely independent of the Government and the service is free.

Nothing in this complaint procedure affects your statutory rights under Freedom of Information, Data Protection or other relevant legislation.

Record Keeping

Complaint Forms, correspondence, minutes of meetings and any paperwork relating to complaints are retained by the appropriate designated person for a period of two years following resolution of the complaint

How to contact us:

The Manager
 Roscommon County Childcare Committee Limited
 Knock Road
 Castlerea
 Co. Roscommon
 Registered Number: 360103
 Tel: 09496 22540
 Email: irene.cafferky@roscommonchildcare.ie
 Web: www.roscommonchildcare.ie

Roscommon County Childcare Committees COMPLAINTS RECORDING TEMPLATE
Private and Confidential

Complainants Name:

Address:

Address:

E- Mail Address:

Telephone Number

Name of Service involved in Complaint:

Name of person dealt with (if known):

Nature of Complaint:

What follow up action is envisaged as a result of the complaint?

Date of Receipt of Complaint.....

Complaint received via: Telephone Verbal Written Other

Action taken:

..... Date:

Roscommon CCC Manager and/or Board Chairperson/Director Signature