



## **Carlow County Childcare Committee Complaints Policy**

Carlow CCC is committed to providing a high-quality service to all our customers. Carlow CCC views complaints as an opportunity to learn and improve our services for the future.

### **Commitment to our Customers**

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Ensure all complaints are investigated fairly, promptly and confidentially
- Handle all complaint information sensitively while adhering to relevant data protection and child protection legislation (***Exception: if complaint contains information that indicates a direct danger to a child/children, it will be given priority and dealt with immediately. During this process the CCC will refer the complaint directly to Tusla (Child & Family Agency) and/or local An Garda Síochána in line with Carlow County Childcare Committee's Child Protection Policy.***)
- Gather information which helps us to improve what we do
- Evaluate and learn from complaints and use them to review and improve our services
- Ensure complainant information and data is communicated, recorded and stored in line with our own internal operating procedures and GDPR policy.

### **What is a complaint?**

A complaint is an expression of dissatisfaction concerning the provision of a service or services by the Carlow CCC, as laid out under the commitments in our Customer Charter.

### **How to make a complaint?**

All correspondence is dealt with confidentially but cannot be submitted anonymously.

A complaint about services provided by the County Childcare Committee should be directed to the Carlow CCC manager, who will endeavour to deal with the complaint without delay. Customers can make a complaint in the following ways:

- Visiting CCC office – (Carlow CCC, Enterprise House, O' Brien Road, Carlow, R93 NC2F)
- Contact by phone – (059-9140244)
- Correspondence by email – ([info@carlowccc.ie](mailto:info@carlowccc.ie)) or post – (Carlow CCC, Enterprise House, O' Brien Road, Carlow, R93 NC2F)
- Completing the Concern/Complaint template form which can be found in Appendix 1 at the end of this document

Customers who wish to make a complaint in relation to the Early Learning and Care and/or School Age Childcare sector, the Carlow CCC will try to assist you in finding a resolution with the service/ agency if possible and/or signpost you to the relevant agency to escalate your complaint further.

### **What information is required when making a complaint?**

In order for Carlow CCC to assist in the investigation of your complaint, please be sure to provide the following information with your complaint:



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- Your name, address, telephone number and email address
- Information in relation to your complaint and what you were dissatisfied with in relation to the service provided by the CCC
- Name of the staff member/s who dealt with you, if known and appropriate.

## **Response time to your Complaint**

- We will acknowledge receipt of any communications within 3 working days.
- We will investigate all complaints and will ensure that a substantive reply will follow within 15 working days of initial receipt.
- Where this is not possible to answer your query within these timeframes we will communicate with you to keep you advised of our progress.

## **Review of your Complaint**

If the CCC Manager cannot resolve your complaint or you do not wish to submit your complaint directly to the County Childcare Committee Manager, please refer your complaint to the Chairperson of County Childcare Committee at Carlow County Childcare Committee, Carlow CCC, Enterprise House, O' Brien Road, Carlow, R93 NC2F.

Details of the Chairperson and Board Members can be found on our website at: [www.carlowccc.ie](http://www.carlowccc.ie)

Response time will normally be within 15 working days.

Where this is not possible due to an ongoing investigation, a progress report will be sent with an indication as to when a full reply will be given.

## **Appeal of your Complaint**

If you are still not satisfied with the response provided, it is possible for you to refer the matter to the Office of Ombudsman. Details provided below:

Office of the Ombudsman  
6 Earlsfort Terrace,  
Dublin 2,  
D02 W773.

T: +353 1 639 5600  
LoCall: 1890 223 030  
[info@ombudsman.ie](mailto:info@ombudsman.ie)



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## Appendix 1 - Concern/Complaint Form Template

Date of Complaint: \_\_\_\_\_

Describe in detail and accurately the nature of your complaint/concern in relation to the services provided by the Carlow CCC. Please include your date and time of the incident (if applicable), direct quotes, first hand observations and facts, names of persons involved, witnesses if any, etc.:

Name of a Person Submitting Complaint: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Mobile Number \_\_\_\_\_

Email: \_\_\_\_\_

I declare that the information that I have given in relation to my concern/complaint above, is complete and true to the best of my knowledge.

Signature of the Complainant: \_\_\_\_\_

Please submit this complaint form to Carlow CCC via post (Enterprise House, O'Brien Rd, Carlow R93 NC2F) or email ([info@carlowccc.ie](mailto:info@carlowccc.ie))

*When handling your complaint, the Carlow CCC will: Treat all your information in confidence to the greatest extent possible and consistent with the public interest and the right to privacy in line with our GDPR policies. Complaints information required for reporting and statistical purposes will be made anonymous and all identifiable data will be removed. However, where the screening and /or investigation of the complaint indicates that there is a requirement to disclose some or all of the details of the complaint e.g. there is evidence of child protection or health and safety issues that must be reported in accordance with the Children First Guidelines, the complainant will be informed immediately and the information will be directed to the appropriate agency.*



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*For CCC Office Use Only*

Complaint received on \_\_\_\_\_ By: \_\_\_\_\_  
(Date) (Carlow CCC Staff/Board Member)

Complaint dealt with by: \_\_\_\_\_  
(Carlow CCC Staff/Board)

Date Acknowledgement Letter Sent: \_\_\_\_\_

Actions taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ELC / SAC Complaints will be signposted to applicable agency if required:

Agency signposted to: \_\_\_\_\_

Date signposted: \_\_\_\_\_

Additional Notes:

Date of CCC final reply sent: \_\_\_\_\_

Sent by: \_\_\_\_\_ Signature: \_\_\_\_\_