



**a new
concept
of after
school.**

DUBLIN - IRELAND

COMPLAINTS POLICY

1. Introduction

At The Little Peter After School, we are committed to providing high-quality care and education for all children attending our programs. We recognize that from time to time, concerns or complaints may arise. We value feedback from parents, guardians, staff, and other stakeholders as it helps us improve our services. This policy outlines the procedure for raising and resolving complaints in a fair, transparent, and timely manner.

2. Availability and Communication

The complaints policy will be:

Communicated to all parents, guardians, and school-age children through meetings, newsletters, and the service's website.

Available in both a full version and a child-friendly version to ensure understanding across all age groups.

3. Child-Friendly Version

A simplified, child-friendly version of this policy will be created and shared with school-age children to ensure they understand how to voice their concerns and the process that follows.

4. Making a Complaint

To make a complaint:

Concerns can be raised verbally or in writing.

Complaints can be made to the designated complaints officer, whose contact details are provided below.

5. Complaints Officer

The team responsible for receiving complaints are:

Name: Aleandro Mendes

Contact Information: 083 438 0777

E-mail: info@peterpanafterschool.com

Name: Jairo Guzman

E-mail: jairo.guzmn@peterpanafterschool.com

6. Exclusions

Complaints that will not be managed by the service include:

Allegations of criminal activity, which should be reported to An Garda Síochána.

Concerns related to child protection, which will be referred to Tusla.

7. Managing Complaints

When a complaint is received, the following steps will be taken, with consideration given to making the process understandable for school-age children:

7.1. Management

The complaint will be acknowledged within 5 days.

The complaints officer will oversee the process.

7.2. Reporting

The complaint will be documented and recorded in the complaints log.

7.3. Investigation

An impartial investigation will be conducted to gather all relevant information.

Staff involved in the complaint will be interviewed.

7.4. Staff Involvement

Staff members implicated in the complaint will be informed and given an opportunity to respond.

7.5. Progress

The person making the complaint will be kept informed of the progress at regular intervals.

7.6. Timeline

Complaints will be dealt with promptly, with a target resolution time of 7 days from the date of acknowledgment.

8. Closing Complaints and Appeals

Upon resolving a complaint:

The outcome will be communicated to the complainant.

If the complainant is not satisfied, they can appeal the decision. The appeal process will be explained and facilitated by the complaints officer.

9. Record Keeping

Records of all complaints will be kept for a minimum of 2 years. These records will include:

- The nature of the complaint.
- Steps taken to address the complaint.
- The outcome of the complaint.
- Any related correspondence.

10. Children Making Complaints

Children are encouraged to voice their concerns. The process for children making complaints includes:

- Providing a safe and supportive environment for children to express their concerns.
- Assigning a trusted staff member to assist children in making complaints.
- Ensuring children understand that their concerns are taken seriously and will be addressed promptly.

11. Review and Amendments

This policy will be reviewed annually or as necessary to ensure its effectiveness and compliance with current regulations and best practices. Amendments will be made as necessary and communicated to all stakeholders.

12. Complaint Resolution Process for The Little Peter After School (provider)

At The Little Peter After School, we prioritize open communication and swift resolution of concerns to ensure the happiness and safety of all children, parents, and staff. Here's how we would handle a complaint:

- 1.Acknowledgment:** Upon receiving the complaint, we immediately acknowledge it, showing empathy and understanding of the concern. This can be done via email, phone, or in-person, depending on how the complaint was submitted.
- 2.Investigation:** The matter is reviewed thoroughly by the program coordinator or a designated staff member. This may involve speaking with staff, reviewing policies, or discussing the issue with the child or other parties involved, ensuring confidentiality throughout.



3.Resolution: Once all details are gathered, we provide a clear response and solution, which may include implementing a change, offering an apology, or further discussion with involved parties to ensure the best outcome.

4.Follow-Up: We check in with the complainant to ensure satisfaction with the resolution and encourage ongoing feedback for improvement.

This approach reflects our commitment to creating a positive and supportive environment for everyone at The Little Peter After School.



Last update: 02/05/2025

