



Complaints Procedure

POLICY FOR PROCEDURE FOR COMPLAINTS

1. DEFINITION OF A COMPLAINT OR CONCERN

- The following constitutes a complaint: Any verbal or written concern/observation that calls into question the actions, behaviour or activities of any person involved with Mi Casa ASC (parent, staff, management member, visitor or child), or any aspect of Mi Casa ASC environment, which impinges on the rights, safety, or health of any person at Mi Casa ASC.

2. PROCEDURE

- A verbal or written complaint or concern should be discussed with the Programme Manager. If this is inappropriate, the concern/complaint may be made to the Director.
- The concern/complaint will be investigated by the appropriate person/s and the outcome will be reported in writing to the complainant. All details will be recorded in a confidential complaint file. Any complaints received will be recorded on a separate page. The Programme Manager and Director will be advised of any complaints received.
- If a person makes a complaint about Mi Casa ASC to any outside authority, she/he is required to advise the Programme Manager and Director as soon as possible in the interest of the well-being of others at Mi Casa ASC.

3. ADMINISTRATION OF COMPLAINTS OR CONCERNS BY STAFF

- Any complaints or concerns should be referred to the Programme Manager and Director.

- Any complaints received will be recorded in the complaints file either by the Programme Manager, Director or by the person making the complaint. This file should not be made available for general inspection but access to all, for the purpose of making a complaint, must be assured.
- The recorded complaint must contain the following details: The issue or concern (or reference to a separate letter of complaint, if applicable) any action taken as a result of the complaint, the date, contact number/address and signature of the complainant, and the signature of the Programme Manager, Director or the person receiving the complaint.
- The Programme Manager in liaison with the Directors of Mi Casa Asc, will write to the complainant and to report on what action was taken in response.
- Details of the complaint, including the identity of the complainant, must be kept confidential to those concerned unless requested otherwise by the complainant.
- The Programme Manager must advise the Director immediately if a serious complaint, or one that requires immediate attention, is received. The complaints file will be reviewed periodically by the Directors of Mi Casa ASC.

Note: a serious complaint is one that alleges a threat to the safety of people at Mi Casa ASC.

All people involved with Mi Casa ASC will be made aware of the complaints procedure through the policies and procedures at the child's enrolment and a copy of these policies to be available on the premises of Mi Casa ASC.

4. COMPLAINTS BY STAFF AGAINST OTHER STAFF

- There may be occasions when inappropriate behaviour or actions by staff need to be reported to a colleague. (While the importance of support and loyalty to colleagues is acknowledged, the safety and well being of children at the Mi Casa ASC must be the primary concern for all staff).
- The same complaints procedure for parents applies to staff, including in terms of confidentiality, accessibility, recording and reporting to the Programme Manager and the Director.
- If it is inappropriate to make a complaint to the Programme Manager, the complainant may be directed to the Directors of Mi Casa ASC.

- The Programme Manager must ensure that all staff are aware of the complaint procedure. The procedure will be included as part of the induction process for all new staff members.