**Complaints Policy of Dunhill N.S. BASC**

Principle

The Dunhill N.S. BASC aims to provide the highest quality of customer care and professionalism in all areas of childcare.

Statement of Intent

We will give careful attention and prompt and courteous response to any suggestions, comments or complaints.

Making a Complaint

If you encounter any difficulties with the childcare service provided by Dunhill BASC the following procedures will apply to ensure that you have an efficient and prompt response.

1. The matter should be brought to the attention of the staff member concerned; either verbally or in writing and they will endeavour to resolve any legitimate complaints without delay. The BASC leader will be responsible for dealing with the complaint.
2. Complaints will be dealt with in an open and impartial manner.
3. The complaint will be documented and remain confidential.
4. The complaint will be investigated and every attempt will be made to resolve the matter as quickly and amicable as possible.
5. If the matter is not resolved to your satisfaction by the staff member you should then write to:  
   Mr. Fergus Cooper,

Principal,

Dunhill N.S. on behalf of the Board of Management of Dunhill N.S.

Or at [dunhillns@gmail.com](mailto:dunhillns@gmail.com)

Or failing this to The Chairman, Board of Management, Dunhill N.S.

1. Your complaint will be acknowledged and you will be advised how it will be dealt with, by whom and within what time frame.
2. In the case of a complaint made against a staff member, the staff member involved will be informed that a formal complaint has been made and given full details.
3. Dunhill N.S./Dunhill N.S. BASC will keep a record and document what was discussed with the complainant.
4. If a complaint involves a child protection concern, a separate reporting procedure will be followed in line with our child protection policy.
5. The B.O.M. will assign a person/s to investigate complaints made and to report back to the Principal/Chairman (or both) or to the Board of Management itself. A decision will be arrived at when all the relevant information has been collected and analysed.
6. Dunhill N.S./Dunhill N.S. BASC will inform all parties involved of the outcome of the complaint made.
7. . It should be noted that in the event of a complaint or allegation of a serious nature then the Board of Management of Dunhill N.S. will bring the complaint to the appropriate outside agency e.g. Tusla, An Garda Síochána etc.
8. Parents may appeal in writing to the Chairman of the Board of Management. The full Board will meet to review the appeal and a response will be made in writing to the complainant within a reasonable period of time.
9. Children can make complaints regarding the staff or procedures of The BASC by approaching or writing to the Principal of Dunhill N.S.
10. If children wish to make complaints they can approach their parents with the issue and then their parents can then put the complaint in writing. No non-written complaints will be accepted from either pupils or parents.

Record Keeping

Complaints, correspondence, minutes of meetings and any paperwork relating to complaints are retained by Dunhill N.S/Dunhill N.S. BASC for a period of two years following resolution of the complaint.

This policy is available for Parents to view on the School’s Website and at the BASC.