

Complaints Procedures

Louth County Childcare Committee (LCCC) is committed towards dealing with all complaints received in a professional, trustworthy and confidential manner. The only exception to confidentiality is in the case of a child protection issue.

What is a complaint?

Within the confines of our work /remit in Louth, we define a complaint as an expression of dissatisfaction concerning the provision of a service or services, this can be in the following instances:

1. By LCCC, as laid out under the commitments in our client charter.
2. By a Childcare service in respect to children and or families connected to the childcare sector that is subsequently communicated to LCCC.

1) Complaint of dissatisfaction of services provided by LCCC

Process for resolution

Stage 1

The complainant must make a formal written complaint detailing the grievance, this must include the following information:

- Complainants name, address and telephone number (email address optional)
- A detailed description of the issue with which you are dissatisfied
- The name of the staff member/s who dealt with you (if known)
- Date of Complaint

The written complaint should be sent to the Manager of LCCC, in the event the complaint is with the Manager then it should be forwarded to the Chairperson of LCCC.

The Manager/ Chairperson will acknowledge receipt of your complaint as soon as possible, but no later than five working days after receipt. Having acknowledged the complaint, the manager/ Chairperson will conduct an investigation and issue a reply to your complaint within 15 working days. Where this is not possible and interim reply will be sent explaining the position and advising you when a substantive response will be made.

Stage 2

If, having progressed through stage 1, the complaint remains unresolved or you are not satisfied with the outcome of the investigation by LCCC, you have the 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.



2) Complaint of dissatisfaction of services by a Childcare service to children and families that is relayed to LCCC

Process for resolution

When a complaint is received from a parent of dissatisfaction with services provided by their childcare service, LCCC staff will endeavour to resolve the issue in an open, objective manner. Every effort will be made at local level, to resolve the complaint to the satisfaction of both parties.

At all times the parent should be informed of their rights and entitlements, and encouraged to resolve the matter directly with the childcare provider, in the interest of working in partnership.

The complaint should then be followed up with the provider to seek clarification to support a resolution.

In the event of;

Disclosure/discovery of a Child protection issue, LCCC will revert to taking action under LCCC child protection policy.

Disclosure/ discovery of breach of contracts LCCC are charged with overseeing. LCCC will address the matter directly with the owner /Manager of private services, Manager and Chairperson of community Services as appropriate.

Disclosure/ discovery of poor practice (*not a child Protection issue*) within childcare settings, LCCC will seek informal advice from Tusla preschool inspector and will address the matter directly with the owner /Manager of private services, Manager and Chairperson of community Services

Louth County Childcare Committee reserve the right to contact the appropriate persons / agency in the event of an unsatisfactory outcome or where there is an established pattern identified.