



## Complaints Procedure

All concerns by children, parents/caregivers and other external parties will be taken seriously and responded within 48 hours.

If any parents have complaints about the programme or staff members, they should:

- Approach the Programme Manager who will attempt to rectify the situation (a member of the management team may be approached initially, if preferred).
- If the parent is still unhappy, they should contact the Director.
- Further complaints must be made by completing the complaints form, which can be found on our website or by asking the programme for a form.
- The Management Team will undertake an independent investigation, if required and respond to the complaint within 7 days. Where possible, a mutually agreeable outcome will be sought.
- If a parent wishes to take the matter further, they can approach Ministry of Social Development - Social Services Accreditation, who are responsible for granting the programme approval as an OSCAR provider.
- To keep people safe throughout the complaints process, all information will be kept as confidential as possible, whilst investigation is taking place and an independent advocate will be supplied as required.
- The Supervisor will keep the Manager informed of any verbal complaints received. A record of complaints will be kept by the Programme Manager.