

Customer Complaint Procedure

Laois County Childcare Committee Ltd is a not for profit incorporated company set up in 2002 to provide a planned and co-ordinated approach to the support and development of high quality childcare in Laois.

Mission Statement

Our aim is to provide a planned and co-ordinated approach to the support and development of high quality childcare in County Laois that responds to the assessed and different needs of communities in the County.

Commitment to Service Provision

Laois County Childcare Committee Ltd is committed to providing a high quality service to all our service users through one to one meetings, telephone conversations, postal information and the provision of training, workshops, events and capacity building measures for groups/individuals.

While we endeavor to provide services to the highest possible standard, there are occasions when a service user feels that he /she will need to make a complaint.

The following procedure has been put by the organisation as a quality control measure whereby a service user can feed back comments/complaints regarding the service they were provided with.

How to make a complaint

Step 1: Informally address the complaint with the staff/board member involved, expressing your dissatisfaction with the service he/she has provided.

Step 2: If that staff/board member can not help you resolve your concern please request to see or speak to the Co-ordinator.

Step 3: If you still remain unsatisfied with the outcome of your meeting with the Co-ordinator you should request a complaint form either at that time or at a later stage.

Complete all details on the form and return to Laois County Childcare Committee Ltd who will then investigate your complaint.

Commitments when dealing with Formal Complaints

- All complaints will be treated promptly, fairly, impartially and in confidence.
- A formal complaint must be made in writing; anonymous complaints can not be investigated.
- We will acknowledge all complaints within 5 working days.
- We will investigate all complaints and issue a reply to your complaint within 15 working days. Where this is not possible, an interim reply will be issued explaining the position and advising when a substantive response will be made.
- Once the investigation has been completed a full response will be forwarded to you in writing from Complaints Officer
- We will ensure that any complaint you have made in good faith will not be used to your disadvantage in the future.

Malicious Complaints

Laois County Childcare Committee Ltd will treat all complaints seriously and instigate the complaints procedure. If after a full investigation, a complaint turns out to be a malicious complaint; Laois County Childcare Committee Ltd will notify the complainant in writing that their complaint is unfounded and may seek legal advice on the situation.

Appeals

If you are not satisfied with the outcome of the investigation by the Laois County Childcare Committee Ltd, you have a 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.

The Ombudsman

locall: 1890 223030

18 Lower Leeson Street Tel: 01 678 5222

Dublin 2 Fax: 01 661 0570

Email: ombudsman@ombudsman.irlgov.ie

Complaint Form: **Please complete in Block Capitals (alternatively please request via email)**

Personal details

Name :	Address	Contact Number(s) Email address
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Complaint Details

Date of your complaint	Time of your complaint	Staff /board member that dealt with you
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Outline the nature of your complaint, giving a detailed account of what happened

Continue on the next page if necessary

Signature

Attach separate pages/ information/copies of letters between you and the organization that are relevant to your complaint as it will speed up the process.

Return to the: Complaints Officer, Laois County Childcare Committee, 6 Lismard Court, Portlaoise, Co Laois