



Complaints Policy

1. Policy Statement

The Afterschool Service is committed to providing a safe, supportive and high-quality environment for all children attending the service. We welcome feedback, including complaints, as it helps us improve the quality of care and ensure concerns are addressed promptly, fairly and respectfully.

This policy is available to all parents, guardians, staff and school-age children and will be communicated to parents and guardians during registration and whenever the policy is updated.

2. Availability of the Policy

The Complaints Policy will be:

- Provided to parents and guardians during enrolment.
- Available in the Afterschool Service policies folder.
- Available electronically on request.
- Explained to children in an age-appropriate and child-friendly format. A

child-friendly version of this policy will be displayed through a poster in the afterschool room and explained to children, so they understand:

- What a complaint is
- Who they can talk to
- How they will be listened to and supported

3. How to Make a Complaint

Parents, guardians, children, staff or members of the public may make a complaint about any aspect of the Afterschool Service.

Complaints can be made:

Newtownwhite Educate Together NS

Ballysakeery,
Ballina,
Co. Mayo.
F26 TP63

Tel: 096 32728 / 086 7933559

Roll Number: 09040K

Email: info@newtownwhiteetns.com

Website: www.newtownwhiteetns.com



Verbally: Speak directly to the Afterschool Service Manager.

In Writing: Submit a written complaint by email, through Aladdin or by letter.

Contact Details

Afterschool Service Manager:	Tracey Jones
Email:	tracey@newtownwhiteetns.com
Phone:	096 32728
Postal Address:	Newtownwhite ETNS Afterschool Service Ballysakeery Ballina Co. Mayo

If the complaint relates to the Afterschool Service Manager or Registered Provider, the complaint may be made directly to the Registered Provider / Board of Management / Service Owner:

Registered Provider Contact:

Chairperson Board of Management
Newtownwhite ETNS
Ballysakeery
Ballina
Co. Mayo

Email: boardofmanagementnewtownwhite@gmail.com

Phone: 0867933559

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4. Complaints That Cannot Be Managed by the Service

Some complaints must be referred directly to the appropriate statutory authorities and cannot be investigated by the Afterschool Service itself.

These include but are not limited to:

- **Child protection or safeguarding concerns**

Report to Túsla, www.tusla.ie, Mayo office 094 9049137

- **Criminal matters**

Report to An Garda Síochána, Ballina station 096 20560

- **Serious allegations against staff that require external investigation**

In such circumstances, the service will follow its Child Safeguarding Statement & reporting procedures.

5. How Complaints Are Managed

All complaints will be handled fairly, confidentially and promptly.

Step 1 – Acknowledgement

- The complaint will be acknowledged within 3 working days.

Step 2 – Recording the Complaint

- The complaint will be recorded in the Complaints Register.
- Details recorded will include:
 - Date received
 - Nature of complaint
 - Person making complaint
 - Actions taken

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Step 3 – Investigation

The Afterschool Manager or appropriate person will:

- Review the complaint
- Speak with relevant staff
- Gather relevant information
- Ensure staff involved are informed and given the opportunity to respond

Step 4 – Progress Updates

The person making the complaint will be kept informed of progress, including:

- Confirmation that the complaint is being reviewed
- Updates if the investigation requires additional time

Step 5 – Outcome

The complainant will receive a written response outlining:

- Findings of the investigation
- Actions taken (if applicable)
- Steps to improve practice if necessary

Timeline

The service aims to resolve complaints within 30 working days where possible.

6. Involvement of Staff

Staff involved in a complaint will:

- Be informed of the complaint where appropriate
- Be given the opportunity to provide their account
- Be supported through the investigation process
- Be expected to cooperate fully with the investigation

Confidentiality will be maintained as far as possible throughout the process.

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7. Closing a Complaint and Appeals Process

A complaint will be considered **closed** when:

- The investigation has been completed
- Findings have been communicated to the complainant
- Any necessary actions have been implemented

Appeals Process

If the complainant is not satisfied with the outcome, they may submit an appeal in writing within 10 working days.

The appeal will be reviewed by:

- The Registered Provider / Board of Management, or
- Another independent person not involved in the original investigation.

A final response will then be issued.

8. Record Keeping

All complaints will be documented and stored securely.

Records will include:

- The complaint received
- Investigation process
- Outcome
- Actions taken

Complaint records will be retained for a minimum of 3 years in line with regulatory and data protection requirements.

All records will be kept confidential and in accordance with GDPR and data protection legislation.

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9. Supporting Children to Make Complaints

Children attending the Afterschool Service have the right to express concerns or make complaints.

Children will be supported to do this through:

- Talking to a staff member they trust
- Speaking to the Afterschool Manager
- Using a child-friendly complaints box or feedback system
- Asking a parent, guardian or staff member to help them make a complaint

Staff will:

- Listen carefully and respectfully to children
- Take children's concerns seriously
- Explain the process in age-appropriate language
- Ensure children feel safe and supported when raising concerns

Children will be reassured that they will not get into trouble for making a complaint.

10. Review of Policy

This policy will be reviewed annually or sooner if required, or following changes in legislation, regulations or best practice guidance.

Date Adopted: 7th September 2026

Review Date: 1st September 2028

Signed:

A handwritten signature in black ink that reads "Tracey Jones". The signature is written in a cursive style.

Tracey Jones - *Manager / Service Provider*
Acting Principal of Newtownwhite ETNS