

Polasaithe Naíonra Céimeanna Beaga

Polasaí 8: Polasaí Gearáin / Comments and Complaints



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Polasaí Gearáin

Glacann Coiste agus Stiúthóirí NaíonraCéimeanna Beag leis gur ar thuismitheoirí atá príomhchúram oideachais a guid leanaí agus mar gheall ar sin cuirimid fáilte roimh thuairimí, moltaí agus gearáin na dtuismitheoirí sa chaoi is go mbeidh sé ar ár gcumas seirbhís d’ardchaighdeán a chur ar 32 ean do pháistí.

Tá Katie Uí Chaoimh roghnaithe ag an Naíonra Céimeanna Beaga mar theagmhálaí idir tuismitheoirí aus Stiúthóirí an Naíonra.

Do Stiúthóirí Naíonra:

Má tá fadhb agat mar Stiúthóir dean teagmháil leis an duine thuas luaite agus dean d’fhadhb a phlé leis, bí sásta an fhadhb/gearán a phlé go hiomlán sa chaoi gur féidir teacht ar réiteach sásúil.

Muna bhfuil foireann an Naíonra sásta go bhfuil an gearán socraithe go sásúil tar éis tamaill eile 32 ean teagmháil arís les an teagmhálaí, ag rá gur mhaith leat freastal ar chruinniú Coiste leis an scéal a phlé. Ba cheart an gearán a phlé go hiomlán agus gach iaracht a dhéanamh teach tar shocrú a bheas sásúil don fhoireann agus do Choiste an Naíonra.

Má theipeann ar gach iaracht go dtí seo an gearán a réiteach, miltar go gcuirfí duine neamhspeách mar idirbhabhálaí ar fail. Scrúdóidh an t-idirbhabhálaí aon ábhar a bhaineann leis an ngearán agus labhróidh

sé le gach duine atá bainteach leis, Glacfaigh an t-idirghabhálaí cinneadh agus cuirfidh sé moltaí le chéile más gá. Cuirfear an Stiúrthóir ar an eolas faoin gcinneadh agus faoi na moltaí seo.

Do Thuismitheoirí:

Glacann Stiúrthóir an Naíonra leis gur ar thuismitheoirí atá príomhchúram oideachis a gcuid leanaí agus mar gheall ar sin cuirimid fáilte roimh thuairimí, moltaí agus gearáin na dtuismitheoirí sa chaoi is go mbeidh sé ar ár gcimas seirbhís d'ardchaighdeán a chur ar fail do leanaí.

Má tá gearán agat faoi fhoireann an Naíonra nó faoin tseirbhís moltar duit na céimeanna seo a leanas a ghlacadh:

Labhair leis an Stiúrthóir ag am a oireann duit féin agus don Stiúrthóir tar éis sheisiún an Naíonra. Mínigh do ghearán ar dtús ag tabhairt sonraí di. Tabhair seachtain nó dhó di, ag brath ar an bhfadhb, leis an ngearán a shocrú.

Muna bhfuil réiteacht na faidhbe le fail ag deireadh na tréimhse sine nó má leanann an fhadhb ar aghaidh cuir d'fhadhb scríbhinn chuig an stiúrthóir agus príomh oide na ngaelscoile Dónal Ó hAiniféin.

Má theipeann ar gach iarracht go dtí seo an gearán a réiteach, moltar go gcuirfí duine neamhspleách mar idirghabhálaí ar fail. Scrúdóidh an t-idirghabhálaí aon ábhar a bhaineann leis an ngearán agus labhróidh sé le gach duine atá bainteach leis. Glacfaidh an t-idirghabhálaí cinneadh agus cuirfidh sé moltaí le chéile más gá. Cuirfear an tuismitheoir agus an Stiúrthóir ar an eolas faoin gcinneadh agus faoi na moltaí seo.

Comments and Complaints

Katie Uí Chaoimh is the contact person in the case of a complaint.

Our ethos is to provide all enrolled children with the highest quality of care and commitment.

It is our policy to welcome child and parent views. Our children, staff, parents / guardians have the right to voice their opinions and concerns. It is our policy to welcome all suggestions, or comments in relation to our service. Any comments or suggestions can be made to any member of staff. We will give careful attention and prompt and courteous response to any suggestions, comments or complaints.

What is a Complaint?

A complaint can be defined as an expression of dissatisfaction, made by a parent/guardian, member of public or partner agency/organisation. Complaints may be made by a parent, in writing, by phone, in a face-to-face meeting or by a third party acting on behalf of the parent, member of public and partner agency.

Policy and Procedure:

- All complaints must be made to the Manager, Katie Uí Chaoimh.
- They will be dealt with in an open and impartial manner.
- The complaint will be documented and remain confidential.
- The complaint will be investigated to assess if the service has breached our policy and procedures.
- Every attempt will be made to resolve the matter as quickly and amicable as possible, and to the parents'/guardians' satisfaction.
- If agreement cannot be reached, the parents/guardians must make a formal complaint in writing to the Manager.
- The parent will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom and within a time frame specified by the Manager.
- The Manager will keep dated records summarising what was said and by whom.
- 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.
- The Manager will arrange to meet with the staff member and discuss the lodged complaint.
- The Manager will keep a record and document what was discussed.
- The Manager will review the complaint and consider all the relevant information as discussed and a decision will be made and recommendations, if necessary.
- If a complaint involves a child protection concern, a separate reporting procedure will be followed in line with our child protection policy.
- The Manager will inform all parties involved of the outcome of the complaint made.
- The Manager may appoint an external mediator to handle unresolved complaints
- If the complaint is unresolved, the complainant will be informed where to refer the complaint to Dónal Ó hAiniféin, Príomhoide GMC / 087 2881585.
- All complaints will be kept on file and will be open to inspection. This record will state.
- All complaints letters will be retained for 2 years.