



Complaints Policy

Grace Park Montessori welcomes feedback about its service. We understand, however, that from time to time, a family may wish to complain about the service. We give careful attention and a courteous timely response to all suggestions, comments or complaints. At Grace Park Montessori, we value respect and we show respect to every user of our service. If any person wishes to raise an issue or complain, they are requested to do so in a manner that is respectful of staff. Disrespect, in word or action, towards anyone in our service will not be tolerated.

Principle: This policy is underpinned by the *Child Care Act, 1991 (Early Years Services) Regulations, 2016*.

Values

Grace Park Montessori cherishes the following values in all aspects of our work:

- A **mutually** respectful partnership with parents
- Attention to the well-being of the children
- A positive and courteous engagement between staff and parents
- A professional and efficient service

Complaints Procedure:

- **If you wish to make a complaint you should contact the Directress by**

Telephone: 087 7971580

Email: jozefachrobak@gmail.com

Post: 74 Grace Park Heights, Dublin 9

- **Please include the following information when making a complaint:**

Your name, address and contact telephone number

Details of the complaint or concern in question

The name of any individual involved

Copies of any relevant documentation

- A **written acknowledgement** of the complaint will be sent within ten working days of receipt and the Directress will communicate how the complaint will be handled.
- The Directress will attempt to resolve the complaint in an **amiable manner** before formal procedures are adopted. Parents are obliged to bear in mind that Grace Park Montessori has obligations towards all children and other stakeholders and cannot give a disproportionate amount of attention to one child or to his or her parents, to the detriment of others.
- If the complaint is related to a **member of staff**, the staff member will be informed that a complaint has been made and will be given an opportunity to reply.
- If the complaint involves a **child protection issue**, the procedure as outlined in the Child Protection Policy will be implemented.

- Grace Park Montessori will deal reasonably and sensitively with the complaint observing due process and fair procedures, and, where appropriate, will take proportionate action.
- If necessary, parties will be invited to a meeting with a view to resolving the complaint amicably and satisfactorily.
- After investigation and having heard all sides, a decision on the complaint will be issued to the complainant within 14 working days of having received submissions from all involved.

Signed by: *Jozefa Chrobak*

Józefa Chrobak
Directress

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| Reviewed on: | 5 December 2022 |
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