

***Childminding Ireland* – Client Charter**

Courtesy

Childminding Ireland will approach all our interactions with you in a professional manner, promoting an environment of courtesy, sensitivity and mutual respect

Complaints Policy

All complaints will be handled within a specified timeframe and in a fair, impartial and confidential manner, mindful of our duties of care and under Data Protection and Child Welfare and Protection legislation.

Learning arising from complaints received will appropriately inform the practices of *Childminding Ireland*.

How to make a complaint

If a client feels that any service received from *Childminding Ireland* was less than expected then s/he should contact the staff member concerned and the matter will be rectified as far as possible within a specified time frame. If the client remains unsatisfied then a formal written complaint, (by fax, e-mail or letter), should be made, stating clearly that:

1. a complaint is being made
2. the basis of the complaint
3. what follow up / action is envisaged as a result of the complaint
4. whether you wish the complaint to be treated in a strictly confidential manner

Please also note that:

If you have a general complaint about *Childminding Ireland* as an organisation, the complaint should be made in the first instance to the Manager at:

Childminding Ireland
Unit 9,
Bulford Business Campus
Kilcoole,
Co Wicklow
Ph: 01 287 84066
Fax: 01 287 8465
bgriffiths@childminding.ie