



Client Complaint Procedure

Sligo County Childcare Committee is committed towards dealing with all complaints from our clients in a professional, trustworthy and confidential manner.

What is a complaint?

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Sligo County Childcare Committee, as laid out under the commitments in our Customer Charter.

There are 3 possible stages in the complaints procedure for all our clients.

Stage 1

You must make a formal written complaint detailing your grievance. The written complaint must include the following information:

- Your name, address and telephone number (email address optional)
- A detailed description of the issue with which you are dissatisfied
- The name of the staff member/s who dealt with you (if known)

The written complaint should be sent to the Manager of the Sligo County Childcare Committee.

The Manager will acknowledge receipt of your complaint as soon as possible, but not later than five working days after receipt. Having acknowledged the complaint, the Manager will conduct an investigation and issue a reply to your complaint within 15 working days. Where this is not possible, an interim reply will be sent explaining the position and advising you when a substantive response will be made.

Stage 2

If, having progressed through Stage 1, the complaint remains unresolved, you should send the written complaint to the Sligo County Childcare Committee Board, through the Chairperson,

The Chairperson will acknowledge receipt of your complaint as soon as possible, but not later than five working days after receipt. Having acknowledged the complaint, the Chairperson will conduct an investigation and issue a reply complaint within 15 working days. Where this is not possible, an interim reply will be sent explaining the position and advising you when a substantive response will be made.

Stage 3

If you are not satisfied with the outcome of the investigation by the Sligo County Childcare Committee Board, 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.

