

Childcare Partnership Training Programme

Complaints Policy

How do I make a complaint?

The Childcare Partnership (CCP) Training Programme Complaints Policy is designed to address any specific concerns early years practitioners might have relating to the quality of the service provided.

For example, this might include:

- maladministration
- delays in receiving information/responses within accepted timeframes
- difficulty in contacting the correct office, or person
- incorrect information or guidance issued
- attitude and conduct of staff

This Policy sets out the processes you must follow to make an informal or formal complaint about the quality of the service provided.

Step 1: Informal Procedure

Any matter of concern which relates to the training delivered must be brought to the attention of the Training Organisation in the first instance. The Training Organisation will then aim to resolve any complaint promptly, in a timely and professional manner in line with their own internal Complaints Procedure.

You can access a copy of the Training Organisation's Complaints Policy and contact details by emailing childcare.info@hscni.net.

Any issues of concern relating to the Childcare Partnership Team's administration of the training should be directed to one of the CCP Training Officers, in the first instance. Contact details are available on the FSNI website.

Please provide as much information as possible including your contact details. The Training Organisation and SPPG staff will handle any personal data you provide in accordance with the Data Protection Act 1998.

If you still feel dissatisfied after this approach, you may initiate a formal written complaint.

Step 2: Formal Procedure

Formal written complaints should be directed to the Contract Lead within the Training Organisation or CCP depending on the nature of the complaint.

When submitting a written complaint please provide as much information as possible including your contact details, such as your name, telephone number and postal address. Both Contract Leads will handle any personal data you provide in accordance with the Data Protection Act 1998.

Contact details can be accessed by emailing childcare.info@hscni.net.

The specific Contract Lead, as appropriate to the nature of the complaint, will then

- acknowledge receipt of your complaint in line with internal policy
- treat your complaint in a confidential manner
- carry out a thorough investigation
- aim to provide a written response to your complaint, with a full explanation of the outcome of our investigations, within 20 working days and, where this is not possible, let you know when a reply can be expected
- apologise if we have made a mistake or if a problem has been caused by us
- let you know what we have done to put things right

If you are still not satisfied with the response, you can write to the Strategic Planning and Performance Group (SPPG) Complaints Officer outlining your reasons.

The Complaints Officer will ask another Senior Official to undertake a review. The official will aim to reply within 20 working days. If this deadline cannot be met, we will advise you when you can expect a full response. At this stage you will be advised that you have used all the steps in the Complaints Procedures.

The SPPG Complaints Team is based at:

Complaints Department
12-22 Linenhall Street
BELFAST BT2 8BS
Direct Line: 028 95 363893
Text phone: 18001 02895363893
Email: complaints.sppg@hscni.net