

**Complaints Policy**

Created December 2016

Reviewed Oct 2025

**COMPLAINTS PROCEDURES**

**In the event of complaints or comments:**

* Complaints or comments will be responded to within two weeks.
* Ronan FitzGIbbon has responsibility for directing complaints/comments to the appropriate person;
* Verbal complaints will be logged and responded to.

**In the event of a grievance expressed by a child or young person to a member of staff:**

* The receiver of the complaint must bring that grievance or complaint to his/her line manager or to the General Manager or CEO;
* The complainant will be informed that the issues will be investigated and that they will receive a response within three weeks. The issues/incidents will be investigated by senior staff.

**In the event of a grievance expressed by a primary carer to a member of staff:**

* The receiver of the complaint must bring that information to the line manager or to the General Manager or to the CEO;
* The complainant will be informed that the issues will be investigated and that they will receive a response within three weeks. The issues/incidents will be investigated by senior staff.