

# iScoil

## General Complaints Policy

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### Introduction

iScoil endeavours to provide the best possible service to its students, parents/guardians, partner agencies, EWOs, and members of the public.

This policy relates to complaints of a general nature only. Policies such as child safeguarding and data protection contain their own policy and procedure for dealing with complaints. This policy does not apply to iScoil staff who have a separate process for lodging any complaints.

### What is a Complaint?

*"A complaint is an expression of dissatisfaction by one or more members of the public about the standard of service, actions or lack of action by an organisation".*

- The Office of the Ombudsman

### Our Commitment to You

iScoil is committed to ensuring that all dealings with you are of the highest possible standard. We listen and respond to your views so that we can continue to improve. We welcome both positive and negative feedback.

We aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises
- We treat any clear expression of dissatisfaction as a complaint, and respond accordingly

- We treat every complaint seriously, whether it is made by telephone, letter, email or in person
- We endeavour to deal with any complaint quickly and politely
- We respond accordingly, for example, with an explanation or apology where we made an error, and with information on any follow up action taken
- We aim to learn from complaints by drawing on relevant insights to enhance and improve our service. We review all complaints at Board level

## **What to do if You Have a Complaint?**

If you have a complaint about any aspect of iScoil's service, you can contact us by telephone on 01 4537570, or by email at [info@iScoil.ie](mailto:info@iScoil.ie), or sending a letter to iScoil's CEO, Acorn Centre, Warrenmount, Dublin 8. Please let us know the details of the complaint and include relevant contact details.

## **What Happens Next?**

In line with best practice, a complaint should be brought to the attention of the relevant iScoil staff member who will endeavour to address the issue. Every attempt will be made to resolve the matter as amicably as possible and to the complainants satisfaction. If you complain by email or in writing, your complaint will be acknowledged within 5 working days, and we will endeavour to resolve the issue within 15 working days. The person investigating the complaint will keep a clear record.

The complainant will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom, and within what time limit. If additional time is required to investigate the complaint, iScoil will explain why and give a new deadline. It is important that you give us your name, address, email and phone number for making contact. Anonymous complaints cannot be dealt with.

If the complaint is made against a member of staff, the staff member must be informed that a complaint has been made and will be given the full details. All complaints will be logged in our complaints register (the enquiries log on our Customer Relationship Management system) and tracked until they are resolved. The complaints are reviewed by the Board of Directors.

## What Happens if the Complaint is Not Resolved?

If you are not happy with our response, please contact us again. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the Board who will ensure that your appeal is considered at Board level. They will respond within three weeks.

If the complainant is not satisfied with the outcome, he or she may make a written request to go to the next stage of the procedure, which involves an independent mediator. This mediator will not include any person directly involved in the complaint or related to the complainant or staff member. The mediator, having considered all the relevant material and talked with all those concerned, will reach a decision, and, if necessary, make recommendations. The complainant and other people involved will be informed of the outcome.

If at this stage, a resolution has not been reached, or you remain unhappy with iScoil's response, you can refer your complaint to the Office of the Ombudsman (or Ombudsman for Children, if appropriate). The Ombudsman is impartial and free to use. The Ombudsman will ask you for details of your complaint and this can be done through: 'Make A Complaint' at [www.ombudsman.ie](http://www.ombudsman.ie)

The Ombudsman expects you to bring your complaint to iScoil's attention first and to give iScoil a chance to address the complaint. You can also contact the Ombudsman by telephone at 01 639 5600, or by writing to Office of the Ombudsman, 6 Earlfort Terrace, Dublin 2, D02 W773.

## Acting on Results

iScoil will do everything we can to put things right and will review our procedures where necessary to stop problems happening again. We take complaints seriously and try to learn from any mistakes.

Our senior management team oversees the handling of complaints. If we identify any shortcomings in how we work, we will acknowledge and outline the measures we are taking to ensure such issues will not happen again. If we have got it wrong, we will apologise.

## Your Voice

We value all feedback from those who engage with us, and would like to hear from you about what you think we do well.