

iScoil

General Complaints Policy

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. Our more detailed policies such as child safeguarding and data protection contain their own policy and procedure for dealing with complaints.

What is a Complaint?

"A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation".

- The Office of the Ombudsman

Our Commitment to You

iScoil is committed to ensuring that all our 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.

Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- We treat every complaint seriously, whether made by telephone, letter, email or in person

- We deal with any complaint quickly and politely
- We respond accordingly, for example, with an explanation or apology where we have got things wrong, and with information on any action taken
- We learn from complaints, use them to improve, and monitor them at Board level

What to do if You Have a Complaint?

If you have a complaint about any aspect of our work, you can contact us by telephone on 01 4537570, or email at info@iscoil.ie, or sending a letter to iScoil CEO, Acorn Centre, Warrenmount, Dublin 8. Please let us know the details of the complaint and include relevant contact details.

What Happens Next?

Complaints should be made to the relevant iScoil staff member who will try to resolve it in the first instance. Every attempt will be made to resolve the matter as amicably as possible and to the complainants satisfaction. Similarly, if you complain by email or in writing we will acknowledge your complaint within 5 working days, and do everything we can to resolve the issue within 15 working days. 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 this is not possible, we 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. The person investigating the formal complaint will keep dated records summarising what has been said and done by those involved.

If the complaint is made against a member of staff, the staff member must be informed that a formal complaint has been made and 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 register is 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. S/he 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, we do not succeed in resolving your complaint, you may complain to the Ombudsman (or Ombudsman for Children, if appropriate). The Ombudsman is independent and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining have been treated unfairly or received a bad service through some failure on our part or have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your complaint to iScoil's attention first and to give iScoil a chance to put things right. You can contact the Ombudsman by telephone on 01 6395600, or ombudsman@ombudsman.ie, or the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

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 your complaints seriously and try to learn from any mistakes we have made. Our senior management team considers a summary of all complaints on a regular basis as well as details of any serious complaints. If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is, and how we plan to change things to stop it happening again. If we got it wrong, we will apologise.

Your Voice

We hope you agree that most of the time we provide a very good quality service. We value all feedback from those who engage with us, and would also like to hear from you about what you think we do well.