

DCMA Complaints Policy

DCMA recognise that from time to time Parents/Childminders/Others may wish to raise a complaint against DCMA or a DCMA employee.

Principles

DCMA will investigate all complaints that are in writing.

Written complaints are to be marked for the attention of the 'Principal Officer' unless the complaint involves the Principal Officer and then it is to be marked for the attention of DCMA Chair.

Once a written complaint has been received by DCMA all parties will be contacted within 5 working days and given the opportunity to formally state their case.

Whoever brings about the complaint will in no way be discriminated against.

All parties will be given ample opportunity to state their case and DCMA will listen to all parties fairly and without bias.

Action

DCMA will investigate the complaint and will advise the complainant of the outcome in writing.

Where ever possible DCMA will endeavour to arbitrate between the parties involved thereby reaching a mutually acceptable conclusion.

If the complaint is about the Principal Officer, and is investigated by the DCMA Chair, the Chair will not form part of the Appeal panel.

If an amicable conclusion cannot be reached then the complainant can Appeal within 5 working days of the written outcome to the DCMA committee Appeals Panel for a final resolution.

The decision of the DCMA committee Appeals Panel is final.