

KCCC Concern/Complaint Form

Date of Complaint: _____

Describe in detail and accurately the nature of your complaint/concern in relation to the services provided by the Kildare CCC. Please include your date and time of the incident (if applicable), direct quotes, first hand observations and facts, names of persons involved, witnesses if any, etc.:

Name of a Person Submitting Complaint: _____

Address: _____

Telephone number: _____ Mobile Number _____

Email: _____

I declare that the information that I have given in relation to my concern/complaint above, is complete and true to the best of my knowledge.

Signature of the Complainant: _____

Please submit this complaint form to KCCC via post (Kildare County Childcare Committee at Unit 21, Thompson Enterprise Centre, Clane Business Park, Clane, Co. Kildare) or email info@kccc.ie

When handling your complaint, the Kildare CCC will: Treat all your information in confidence to the greatest extent possible and consistent with the public interest and the right to privacy in line with our GDPR policies. Complaints information required for reporting and statistical purposes will be made anonymous and all identifiable data will be removed. However, where the screening and /or investigation of the complaint indicates that there is a requirement to disclose some or all of the details of the complaint e.g. there is evidence of child protection or health and safety issues that must be reported in accordance with the Children First Guidelines, the complainant will be informed immediately and the information will be directed to the appropriate agency.

For KCCC Office Use Only

Complaint received on _____ By: _____
(Date) (KCCC Staff/Board Member)

Complaint dealt with by: _____
(KCCC Staff/Board)

Date Acknowledgement Letter Sent: _____

Actions taken: _____

ELC / SAC Complaints will be signposted to applicable agency if required:

Agency signposted to: _____

Date signposted: _____

Additional Notes:

Date of CCC final reply sent: _____

Sent by: _____ Signature: _____