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Feedback & Concerns 2021

A Year in Review

Thursday, 22nd September 2022

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<https://www.tusla.ie/services/preschool-services/parents-guardians/concerned-about-an-early-years-service/>



Objective of session

To provide an overview of 2021 of the Early Years Feedback and Concerns, process update and key learnings & observations

Overview of session

- ◉ Introduction to Feedback & Concerns
- ◉ A look back at 2021
- ◉ Management of Complaints
- ◉ Learnings & Observations
- ◉ Moving forward (2022)
- ◉ Key Messages

Introduction to Process

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Feedback & Concerns

Parent/Guardian feedback regarding Early Years Services (Pre school & School age care) from parents/guardians-parent.feedback@tusla.ie

Concerns regarding Early Years Services (Pre school & School age care) from the public, parents/guardians, family members, registered providers, staff & other agencies-feedback.concerns@tusla.ie

Parent/Guardian Feedback

Parent/Guardian Feedback has been introduced in the most recent inspections

Parent/Guardian feedback will enable parents to express satisfaction or dissatisfaction and provide general views regarding an Early Years Service. Feedback from parents/guardians relating to the service that their child/ren attends is/are submitted using the Parent/Guardian Feedback form.

Parent feedback forms and the 9 statements were distributed to services previously. Notice of an inspection is displayed on the days of inspection and the parent feedback forms are available on the day and online at <https://www.tusla.ie/services/preschool-services/parents-guardians/parents-feedback/>

There are 9 statements on the form that parents can indicate their level of satisfaction 1. Strongly agree, 2. agree, 3. undecided, 4. disagree & 5. strongly disagree as well as a comment section at the end.

1. I am happy with this service
2. My child is happy in this service
3. There is a good atmosphere in the service

Parent/Guardian Feedback

4. Issues arising in the service are dealt with appropriately
5. I am satisfied with the safety of the service
6. I am satisfied with the relationships in the service
7. I am satisfied with the play/ learning opportunities provided for my child in this service
8. I am satisfied with the governance (management) of the service
9. I am satisfied with the premises and facilities

All parent/guardian feedback forms are assessed if views under any of the 9 statements is disagree or strongly disagree and comments on form outlining the grounds for this view will be processed as a concern.

Concerns Process- this was previously known as Unsolicited Information

There is a concern form available online at <https://www.tusla.ie/services/preschool-services/parents-guardians/concerned-about-an-early-years-service/>

Concerns can be taken via email and over the phone directly by the person providing the information.

Any concerns regarding the operation of a service and /or the welfare and safety of children who attend can be submitted by any interested party.

Concerns received by the Early Years Inspectorate which relate to the operation of an Early Years Service, will be reviewed to determine if they relate to the health, welfare and safety of children and if so, what intervention and action is required. The level of intervention and action will correlate to the level of assessed risk and its potential adverse impact on children.

Information received will not be directly investigated by the inspectorate but may be used to inform the timing and focus of inspections.

All information received for a service will be issued to the service.



All information received is assessed initially if within the remit of the regulations.

The information is then assessed and risk rated against the potential adverse harm to children attending the service. This information is assessed against the current EYS regulations for both pre school & school age care services.

Information is issued to service with a timeframe for response and/or inspected and response given through a CAPA process or directly back to this department.

2021 in numbers

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Concerns received in 2021- All Services: Pre school & school age care

Critical 19
High 117
Medium 66
Low 63
Outside of remit 51
Total 316

Critical Risk Concerns - 19

Triggered Inspections

19

Services Compliant on Inspection

1

Services Non-Compliant on Inspection

18

Services Escalated

1



High Risk Concerns -117

Related To A Registered Early Years Service 76

Related to an Unregistered Early Years Service 41

Registered Early Years Service (76):

Triggered Inspections 73

Services Compliant on Inspection 19

Services Non-Compliant on Inspection 54

Risk Rating Reduced 2

Service Ceased Operation 1

High Risk Concerns -117

Related To A Registered Early Years Service 76

Related to an Unregistered Early Years Service 41

Unregistered Early Years Service (41):

Registration Required 5

Registration Not Required 29

Not Within Remit 5

Registered 2

Low, Medium & outside of Remit

Medium Risk Concerns - 66

Satisfactory Response from RP
Service Ceased Operation
Follow Up On Next Inspection

45
1
20

Low Risk Concerns – 63

Satisfactory Response from RP

63

Not Within Remit - 51

Examples of Not Within Remit:

- Use of service at weekends
- Fees
- Service not providing a placement
- Service following COVID 19 guidelines

Management of Complaints

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Management of complaints/concerns in services

- ❖ As a service industry, complaints and issues can be a daily/regular occurrences- be open to receiving complaints
- ❖ Open & Transparent with potential parents/guardians from the start- this will help manage expectations
- ❖ Review the complaints policy and amended where required- if more than one service look at the policy across services, does the detail work for all aspects of the services, amend where required- bespoke to specific service especially if a different age profile or numbers within the different services
- ❖ Staff and management are aware of the service's policy and its content, item as part of supervision and team meetings, make it part of regular discussions in your service

- ❖ Manage them in a timely manner, providing feedback to the complainant documenting each step
- ❖ Ask for guidance or support where needed from local support agencies especially around investigating concerns involving allegations about staff
- ❖ Review letters from this department and request for specific documentation/policies
- ❖ Remember the initial concern is an allegation not a determination
- ❖ Contact our office and ask for further information following receipt of letter if need any clarification on what is being alleged and requested in response

- ❖ Be open to complaints and have clear and transparent processes in place to manage complaints
- ❖ Listen to the detail of the complaint
- ❖ Process the specific issue that is the source of the complaint rather than seen it as a criticism of the service
- ❖ Be impartial in the process
- ❖ Remove emotions
- ❖ Follow and reference own Complaints Policy
- ❖ Review and follow other policies in service such as supervision policy & behaviour management policy

The complaint investigation process completed by the service

- ❖ Fair presentation given to all parties involved
- ❖ Due professional care is taken at all times with all involved
- ❖ Confidentiality is maintained
- ❖ Independent review is taken of the details of the complaint
- ❖ Evidence based approach is taken to consider if any base to the allegation/ part of allegation
- ❖ Risk and potential harm is always considered
- ❖ Ensure there is no conflict of interest

Learnings & Observations



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Learnings from responses to concerns

- ❖ A mechanism to identify risks
- ❖ Opportunity for improvement
- ❖ Seeking evidence of compliance and not non-compliances
- ❖ An objective comparison of what is happening versus what should be happening
- ❖ Systematic process
- ❖ Documented process
- ❖ Obtaining evidence and evaluating it objectively
- ❖ Outcomes can be positive and negative
- ❖ Should not be subjective (pre-set opinions) – should be objective
- ❖ Without undue delay

Moving Forward 2022

Concerns received up to 31st August 2022

All Services: Pre school & school age care

| | |
|-----------------------------------|-----|
| Critical Risk Concerns | 18 |
| High Risk Concerns | 82 |
| Medium Risk Concerns | 65 |
| Low Risk Concerns | 74 |
| Not Within Remit | 38 |
| In Process | 22 |
| Unregistered (EY & SAC) | 42 |
| Total Number of Concerns Received | 299 |

School age Care services

Combined or standalone school age care services's complaints policy must reflect the age profile of the children attending

- ❖ How clear and accessible is it for children themselves to raise a concern/issue or complaint
- ❖ How is the voice heard in your service- how do you manage feedback both positive & negative in your service
- ❖ Is it clear to child & their parent and the staff how a complaint is received, managed and processed to conclusion.
- ❖ What is learning for the service following feedback and/or complaint

Key Messages

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Key Messages

- ❖ To normalise receipt and management of complaints
- ❖ Regularly review policies in the service especially following the conclusion of a complaint
- ❖ Document any learning from the different stages of the process
- ❖ Communicate the learnings, findings and outcomes of complaints in your service with staff- consider developing guidance documents
- ❖ Make it a regular agenda item for staff training, team meetings and supervision
- ❖ Clearly display your policy and how to make a complaint in your service- make it child friendly and accessible to all children attending the service who may wish to make a complaint

Key Messages

- ❖ If a complaint is received about your service, be open to the process, consider the details carefully and review the elements of the complaint in relation to facilities, staffing, documentation and care of the children etc.
- ❖ Document each part of the process and regularly update the complainant
- ❖ Follow your own policies and if they don't work for you and service amend accordingly
- ❖ Share the learning with your staff
- ❖ Consider a key person within your staffing team as the lead/expert in complaint management in your service

Key Messages

- ❖ If the complaint comes from Tusla, review the content of the letter detailing the concern/s received
- ❖ Follow through on the requests for specific policies or documents within the timeframes
- ❖ If require any clarification, call or email this office and talk through the details of the concern and what is being asked
- ❖ Open communication with this office
- ❖ Try to keep the personal out of the complaint and concentrate on the detail- but own the emotion



Any Questions via
chat option?