

Sensational Kids

Realising Potential Together

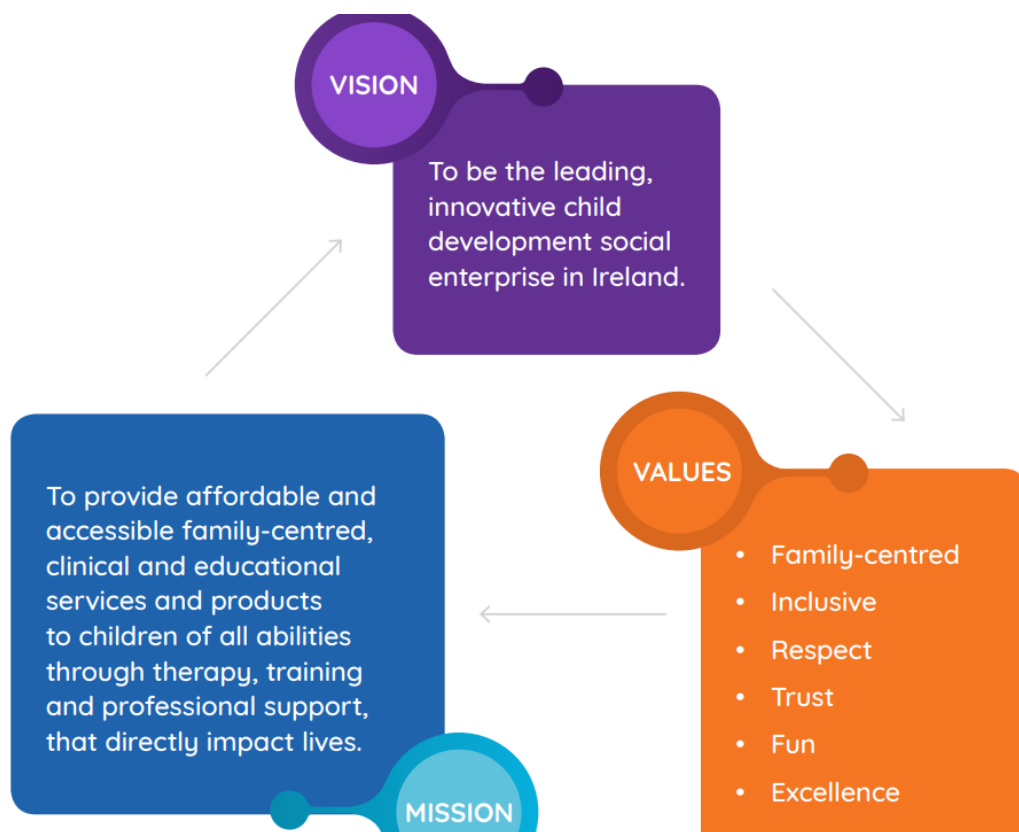


CUSTOMER CHARTER 2022

At Sensational Kids our mission is to provide affordable, accessible family centred, clinical and educational services, and products to children of all abilities, through therapy, training and professional support that directly impacts lives. We are a high impact not-for-profit organisation that aims to deliver life-changing, accessible, and affordable, therapeutic interventions.

We believe that identifying and treating children with difficulties at a young age allows them to maximise their potential.

We commit to ensuring that children with additional needs, have access to vital therapeutic supports when and where they need them.



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We commit to providing:

- Subsidised therapy services for all children in need of additional support
- A family centred approach to therapeutic support
- Specific therapeutic programmes to support children at home and at school
- Professional development and training workshops to upskill and empower those working with children with special needs
- Access to a range of specially selected play, development and learning resources from our play, develop & learn store
- Access to learning resources for organizations in education, and clinical service provision, child development, professionals, individuals, and educators

Key words:

- Family centred
- Subsidized services
- Professional
- Accessible
- Affordable
- Early intervention
- Maximise potential
- Training and empowerment
- Specialized play and learn resources

SENSATIONAL KIDS COMPLIANTS PROCEDURE

Handling Feedback and Complaints

Sensational Kids is committed to ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We listen and respond to the views expressed to us so that we can continue to improve the services we provide.

Sensational Kids welcomes all feedback, whether positive and negative. Therefore, we aim to ensure that:

- there is a simple process for making a complaint.

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- we regard any clear expression of dissatisfaction with our operations as a complaint which calls for a response.
- we treat all complaints seriously regardless of whether they are written or verbal e.g., by telephone, letter, email or in person.
- we deal with complaints quickly and politely.
- we respond accordingly e.g., with an explanation and/or apology where appropriate and pledge to take corrective action.
- we learn from feedback and input from the public and use this to improve how we do things.

Complaints may be monitored at Board level.

If you have feedback or a complaint

If you have a complaint about any aspect of what we do, you can contact our Chief

Executive Officer, Karen Leigh

In the first instance, your complaint will be dealt with by our CEO

Please give us as much information as possible about the subject matter and let us know how you

would like us to respond to you, providing relevant contact details.

Chief Executive Officer

Sensational Kids CLG

Unit F2 Kildare Business Park

Kildare Town

Co. Kildare

Phone: 045 520900

Email: karen@sensationalkids.ie

Our offices are open Monday to Friday, from 9.00 am to 5.30 pm.

However, we ask that you let us know if you would like to call in person to ensure the appropriate staff members are available to meet you.

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What happens next?

If you make a complaint in person or by phone, we will try to resolve the issue there and then. If

you make a complaint by email or other written means we will always acknowledge your complaint

within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will

explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chair of Sensational Kids, asking that the complaint be considered at Board level. The Board will ensure that you will get a response within two weeks.

Email Chair@sensationalkids.ie

This is a public complaints procedure. A separate complaints procedure applies to Sensational Kids' staff or agents.