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Policy Title	Feedback Policy
Date of Approval	
Date of Review	

# Feedback Policy

## 1. Policy Statement

Neurodiversity Ireland (NDI) is committed to providing high-quality, inclusive, and safe services to neurodivergent children and their families. We value feedback from children, parents/ guardians, staff, volunteers, and other stakeholders such as educators and other professionals as an essential tool for continuous improvement, accountability, and ensuring our services meet the needs of those we serve. We are dedicated to creating an environment where all feedback, positive or negative, is welcomed, listened to, and acted upon respectfully.

## 2. Purpose of the Policy

- To establish clear, accessible, and transparent procedures for receiving, recording, investigating, and responding to feedback.
- To ensure that all feedback, especially concerns related to child safety and welfare, is handled promptly, fairly, and in accordance with relevant legislation (e.g., [Children First Act 2015](#)).
- To promote a culture of openness, learning, and continuous improvement within NDI
- To build and maintain trust with children, families, staff, volunteers, and the wider community.
- To ensure compliance with the Charities Governance Code and other relevant Irish regulations.

### 3. Scope

This policy applies to all individuals associated with NDI, including:

- Children participating in our programs
- Parents/ guardians of participating children
- Staff (paid and unpaid)
- Volunteers
- Board of Trustees
- Partner organisations
- Members of the public

### 4. Definitions

- **Feedback:** Any comment, suggestion, compliment, or observation about our services, practices, or staff/ volunteers.
- **Child Safeguarding Concern:** Any information that raises a suspicion or reasonable belief that a child is being, has been, or is at risk of being abused or neglected. This will be handled in accordance with our [Child Safeguarding Statement](#) and the [Children First Act 2015](#).

### 5. Principles

- **Child-Centred:** The best interests and voice of the child will be paramount in all feedback processes, especially for children with additional needs, ensuring their communication methods are met and respected.
- **Accessibility:** Feedback mechanisms will be accessible to all, considering different communication needs, including visual, auditory, and cognitive differences. Support will be provided for those who require assistance in providing feedback.

- **Confidentiality:** All feedback will be treated with appropriate confidentiality, adhering to [GDPR and data protection principles](#). Information will only be shared on a need-to-know basis or when legally required (e.g., child safeguarding concerns reported to [Tusla](#)/ [An Garda Síochána](#)).
- **Fairness and Objectivity:** All feedback and complaints will be handled impartially, without prejudice, and with respect for all parties involved.
- **Promptness:** Feedback will be acknowledged and addressed within reasonable and clearly communicated timescales.
- **Transparency:** Individuals providing feedback will be informed about the process, expected timelines, and the outcome of their feedback.
- **Learning and Improvement:** Feedback will be analysed to identify trends, improve services, and inform future planning.
- **No Retribution:** Individuals providing feedback in good faith will not face any negative consequences.

## 6. Feedback Mechanisms

NDI offers multiple accessible ways to provide feedback:

- **Verbal Feedback (Informal):**
  - Directly to staff or volunteers (for immediate minor issues or compliments).
  - During parent/ guardian meetings or camp/ after-school check-ins/ outs.
  - Emphasis on active listening and encouraging open communication.
- **Written Feedback:**
  - **Feedback Forms:** Anonymous or named forms available at the camp/ after-school premises and on the [charity's website](#). These forms will be designed with clear, simple language and potentially pictorial options for easier use by some parents/ children.

- **Email:** Dedicated email address for feedback:  
[grace@neurodiversityireland.com](mailto:grace@neurodiversityireland.com)
- **Post:** Mailing address for written feedback: 7 Claremont Park,  
Sandymount, Dublin 4
- **Dedicated Feedback Box:** A clearly marked, secure box on-site for anonymously written feedback.
- **Child-Friendly Feedback:**
  - Encourage children to express their feelings through drawing, playing, or speaking to a trusted adult.
  - Regular check-ins with children by staff to gauge their experience and address any concerns.
  - Using simple, age-appropriate language and visual aids to explain how they can give feedback.
  - Designated "worry boxes" or similar for children to anonymously share concerns
- **Staff Feedback:** Staff are given the opportunity to provide feedback at team meetings at regular intervals e.g. after delivery of a block of camps or after school sessions. Feedback is minuted and any actions arising are assigned to an owner. This provides part of the feedback register which is reviewed by the Board.

## 7. Recording and Monitoring

- All formal complaints and significant feedback will be logged in a **Confidential Feedback Register**.
- The register will include:
  - Date of receipt.
  - Nature of feedback/ complaint.

- Date acknowledged.
  - Summary of investigation.
  - Outcome/ resolution.
  - Date of resolution.
  - Any actions taken for improvement.
- The Board of Trustees will receive regular, anonymized reports on feedback and complaints to identify trends, monitor effectiveness, and ensure continuous improvement and compliance with the Charities Governance Code (Principle 6: Being Accountable and Transparent).
  - Data will be used to improve policies, procedures, and service delivery.

## 8. Communication and Training

- This policy will be easily accessible to all stakeholders (e.g., [on the charity's website](#), noticeboards at venues and in communications with our members).
- All staff and volunteers will receive regular training on this feedback policy, including how to receive feedback, handle complaints, and identify and report child safeguarding concerns in line with [Children First](#).
- Information will be provided to children, using age-appropriate and accessible formats, on how they can share their thoughts and concerns.

## 9. Review

This Feedback Policy will be reviewed by the Board of Trustees at least **annually** or more frequently if there are significant changes in legislation, charity operations, or identified needs.



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## Feedback Form

We love making sure our services are the best they can be for you! Your ideas and thoughts help us a lot. Please tell us what you think.

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### **Part 1: For the Child**

(Parents/ Guardians: Please help your child complete this part. You can read the questions aloud and tick the boxes together or write down what they say.)

#### **About Me**

My Age: \_\_\_\_\_

#### **My Favourite Things!**

1. What did you enjoy most when you came to our centre?

- Playing games
- Meeting new friends
- Learning new things
- The people who helped me
- Something else (please tell us!): \_\_\_\_\_

2. How did you feel when you were here?

- Happy 😊
- Excited 🤩
- Safe 🙌
- A bit shy 😳
- Not sure 🤔
- Not good

3. Is there anything you wish we had that we don't?

- More equipment or toys
- Different games or stations
- More time to play
- Nothing, it's great!
- Something else (please tell us!): \_\_\_\_\_

### **A Little More About My Experience**

4. Did the grown-ups who helped you listen to you?

- Always
- Most of the time
- Sometimes
- Not really

5. What was the best thing you did whilst you were with us?

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6. Is there anything you would like to do more of next time?

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**Part 2: For Parents/ Guardians**

**About Your Child's Experience**

1. What were the main reasons you chose our support for your child?

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2. How would you rate the overall quality of the service your child received?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

3. How well do you feel our service met your child's needs?

- ☐ Very well
- ☐ Mostly well
- ☐ Somewhat well
- ☐ Not well

4. How well did our staff communicate with you and your child?

- ☐ Very well
- ☐ Well
- ☐ Okay
- ☐ Not well

5. Did your child feel safe and supported during their time with us?

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Not really

### **Our Staff and Support**

6. Were the staff approachable and understanding?

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Not really

7. Did you feel involved in decisions about your child's participation and activities?

- ☐ Fully involved
- ☐ Mostly involved
- ☐ Somewhat involved
- ☐ Not involved

### **Your Ideas for Us**

8. What, if anything, could we do to improve our services for your child and family?

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9. Is there anything new you would like to see our charity offer in the future?

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10. Do you have any other comments or suggestions for us?

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### Thank You!

Thank you so much for taking the time to give us your feedback. It really helps us make a difference!

(**Optional:** If you are happy for us to contact you about your feedback, please provide your name and contact details below. **This is completely optional**, and your feedback will be used whether you provide details or not.)

**Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_