



**OurKidsCode**  
FAMILY CODING CLUBS

## For Facilitators: Communication and Complaints

### Communication

The OurKidsCode team is small, part-time and dedicated to providing our independent Facilitators with up-to-date information and support to the best of our capacity.

We pride ourselves on being a responsive team and aim to create an atmosphere that encourages open and collegial communication. We hope that OurKidsCode Facilitators feel comfortable contacting our team members for support, enquiries and to give feedback on any aspect of the project in a constructive manner.

At the end of this document are the names, roles and emails of the team members. We are happy to be contacted via email at any time, but we cannot promise to reply outside of the office hours listed in our email signatures.

For more urgent matters, we can be contacted via the dedicated OurKidsCode Facilitator WhatsApp group or via direct WhatsApp message. In most cases, a team member will answer promptly but again we cannot guarantee a reply outside of our office hours.

### The OurKidsCode Team

**Dr. Nina Bresnihan**, Project Lead                      [nina.bresnihan@tcd.ie](mailto:nina.bresnihan@tcd.ie)

**Dr. Richard Millwood**, Research Lead                      [millwoor@tcd.ie](mailto:millwoor@tcd.ie)

**Louise Caldwell**, Programme Manager                      [louise.caldwell@tcd.ie](mailto:louise.caldwell@tcd.ie)

**Sarah Chapman**, Project Co-Ordinator                      [sarah.chapman@tcd.ie](mailto:sarah.chapman@tcd.ie)

- Workshop planning & management
- Club support

**Mary O'Mahony**, Training Co-Ordinator                      [mary.callaghan.omahony@tcd.ie](mailto:mary.callaghan.omahony@tcd.ie)

- Facilitator training & support



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### Complaints

#### **Feedback from families and other stakeholders:**

We aim to share the anonymous comments received from families at OurKidsCode workshops with Facilitators on a regular basis.

In the unlikely event of a complaint against a Facilitator from a family or other stakeholder, it will be reviewed by Louise Caldwell and Mary O'Mahony. If there is found to be substance in the complaint, they will contact the Facilitator to discuss next steps to addressing the concerns expressed by the complainant.

#### **In the case of an issue or complaint, these steps are available to all Facilitators:**

1. Contact the team member listed below who has responsibility for the area in question via email, direct message or phone, outline the issue and request a meeting or reply in writing, as appropriate.
2. If for any reason a Facilitator is not comfortable doing so, they are free to contact the team member of their choice.
3. If this proves unsatisfactory, Facilitators can request that the issue be directed next to Louise Caldwell, Programme Manager and, in the last resort, to Nina Bresnihan, Project Lead.

***Please note - Issues that involve risk to the welfare of a child will be managed in accordance with the OurKidsCode Child Protection Policy and Safeguarding Statement, available on [ourkidscode.ie](https://ourkidscode.ie):***

<https://ourkidscode.ie/wp-content/uploads/2023/10/Child-Protection-Policy-Risk-Assessment-and-Safeguarding-Oct-2023-OurKidsCode-g.pdf>



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