



Oscar Bears' Day Care

Oscar Bears Day Care - Complaints and Comments procedure

Introduction

Oscar Bears Day Care is committed to giving each and every child in our care a fun, educationally stimulating and caring environment. We work hard as a team including management, staff, parents, and other outside agencies to achieve this. We also foster an open environment and feel that parents should be able to come to us at any time with comments and feedback. Staff at Oscar Bears Day Care appreciates parental feedback both negative and positive. Staff and management at Oscar Bears will act upon feedback promptly and give serious attention given to any concerns given about the running of the nursery.

How to give feedback

If you have a comment (either negative or positive) we encourage you to place a slip in the suggestion box which can be found in the entrance hall. These do not have to be named if you would rather give feedback anonymously. Alternatively you may wish to speak a staff member or email or phone the management (laura@oscarbear.co.uk).

If you wish to make a complaint

Stage one

Oscar Bears Day Care recognises that there may be occasions where you as a parent/carer feel unhappy/uneasy and wish to talk through your concerns. In the first instance we would ask that you raise these concerns with your Childs Key Worker, or if you feel comfortable a member of Management. We will try to work through your concerns with you and endeavour to ensure that the situation does not arise again.

At this stage the staff member who the parent/carer has talked to will document the conversation on a verbal comment form, verbal comment forms are to document both positive and negative comments and must include the following information....

- Date
- Child name
- Parent/carer name
- Parent/ carer comment
- Ways forward/agreed actions
- Staff name
- Staff signature
- Parent signature (at the parents earliest convenience)



Please note that the form does not need to be filled out in the presence of the parent/carer but must be shared with them at their earliest convenience.

In most cases we would hope to resolve the issue in stage one, but recognise that for whatever reason this may not always be possible. In these cases it is with regret that stage two and three will be implemented.

Stage two

If after raising your concerns you feel that you have not had a satisfactory outcome we would encourage you to put your complaint in writing. We would ask that any relevant names, dates and evidence are included in this process. The complainant will receive written confirmation of the receipt of complaint and an indication to as how long the investigation may take.

Stage three

Management will thoroughly investigate the complaint and all finding will be documented. The outcome will be fed back in writing to the complainant within 10 working days. Any actions to be taken will be completed within 20 working days.

The formal response to the complaint will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Nursery's policies or procedures emerging from the investigation.

If the parent/carer feels it appropriate to discuss this matter further a convenient time for all concerned parties to meet will be arranged. It is at the manager's discretion if it is best for all parties to meet together or if individual meetings are more appropriate. It may be appropriate at this stage to bring in an external mediator.

Any written complaints received will be kept for a minimum of three years.

OFSTED

In some cases you as parent/ careers may feel that it is appropriate to take your complaint to OFSTED who will independently thoroughly investigate the complaint in relation to the safeguarding of children and upholding the registration requirements

The department to contact is:

OFSTED Early Years
The Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Main Line: Tel: 0845 6404040

Complaints Line: 0845 6014772

Oscar Bears Day Care Registration Number: EY238252

These contact details can also be found in the entrance to the nursery or on OFSTEDS website.



Written by: Laura Mills
Reviewed: October 2013
Review date: October 2014

