

COMPLAINTS / COMMENTS POLICY

Guidance and regulations on the Children (NI) Order (1995) states that there should be a system whereby parents can express their views on and be able to contribute to and alter the care environment of their child/children.

Omagh Early Years Centre aims to provide the highest quality care and education for all the children who attend the Centre. We aim to provide a warm, welcoming and caring environment within which all children can learn and develop as they play. We work in partnership with parents/carers to meet their needs as well as the needs of the children.

All comments and complaints will be taken seriously and dealt with fairly and confidentially. A record of all complaints will be kept safely and confidentially in the Centre. If a parent/carer cannot resolve any issue informally with staff they should then follow the procedure outlined below.

Comments / Suggestions

We would encourage parents/carers to place comments or suggestions in the suggestion box, which is available in the front hall. Slips are provided if required. Signatures are optional.

Parents are informed during their child's induction that if they have any complaints or comments to speak to their Room Leader, Quality of Care Manager or Centre Manager.

Complaints Procedure

Step 1

If your complaint is within your child's room, we suggest that you contact the room leader to see if the problem can be resolved to your satisfaction. OEYC staff will do everything they can to resolve any issues, including reviewing procedures. If you are not happy with the response, or if you do not know which member of staff to contact, please follow step 2:

Step 2

Complaints should be made to the Centre Manager in writing. In normal circumstances this will be acknowledged within five working days. To help us investigate and resolve the problem as quickly as possible, please provide the following information:

1. Your name
2. Clear description of the concern or complaint
3. Details of what you would like us to do to put it right
4. A daytime telephone number where we can contact you.

If circumstances arise when a person involved in the complaint is not readily available, the Centre Manager will advise you of the difficulties and agree a revised response time with you.

If your complaint is particularly complex in nature, the Centre Manager will seek to keep you informed of the progress we are making as our investigations continue. We aim to resolve your complaint at the

earliest opportunity. Our complaints procedure involves two stages with stage 2 involving an investigation by the Centre Manager. Most complaints are resolved at this stage.

Step 3

If the parent/carer is not happy with the outcome you may refer your complaint to the Chairperson of the Board of Directors. This should again be put in writing by letter. The contact details for the Chairperson are:

Clive Beatty
Omagh Early Years Centre Chairperson
Old General Hospital
5b Woodside Avenue
Omagh
BT79 7BP

OEYC have many policies and procedures to comply with and must act within the scope of these.

In individual cases it may be necessary to involve Social Services if the welfare of the child is involved or there is a possible breach of registration requirements. In this case a further investigation of the complaint would be carried out.

All complaints/comments are recorded and kept confidentially on file.

If parents/carers have any areas of concern, the Centre Manager will conduct meetings with parents/carers to resolve any issues.