



Welcoming | Involving | Evolving

Oxhey Early Years Centre

Information for Parents

Oxhey Early Years Centre Complaints Policy

How to comment or complain

The Headteacher / Head of Centre
Oxhey Early Years Centre
Eastbury Road
Watford
WD19 4RL

01923 330300

We care about what you think

Each day this Nursery School and day care makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to contact us using the details listed above.

We endeavour to operate an open and honest culture at our Nursery School, Early Years Centre (including Daycare) & Children's Centre, where parents' views are requested, listened to and often responded to proactively in partnership and in line with our Partnership Agreement. True to our ethos of **Welcoming | Involving | Evolving** we always want to hear about ways we can improve and respond to parents' and carers' needs. We also have a Suggestions Box in reception and a Comments Book in the Children's Centre which we encourage people to use if they want to make an anonymous comment for improvement or concern.

In operating an 'open door' environment, we believe that people will feel able to bring any concerns, suggestions, problems or complaints to our staff or managers directly, having built up a relationship. We would urge parents to raise any concerns, worries or anxieties initially with your Keyperson, the Manager or senior member of staff from the School, Day Care or Children's Centre.

Our aims

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 school days

HCC NURSERY SCHOOL
Oxhey Early Years Centre
Eastbury Road, Watford, WD19 4RL
Tel: 01923 330300 Option 1
Fax: 01923 330301
Email: admin@oeyc.herts.sch.uk
Ofsted Registration No: 117077

DAYCARE (Not for Profit Charity No: 1113229)
Oxhey Early Years Centre Limited
Eastbury Road, Watford, WD19 4RL
Tel: 01923 330300 Option 1
Fax: 01923 330301
Email: admin@oeyc.herts.sch.uk
Ofsted Registration No: EY286935

Head of Centre: Rachel Fagan BSc (Hons), MA in Ed





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How to make a complaint

First

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with your Keyperson or another appropriate member of staff, such as the Teacher, Senior Manager or Head of Centre (who is also the SENCo if it is about Special Needs).

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the first person you talk to cannot help you then speak to the Headteacher. Make an appointment with the School / Centre Secretary to make sure the Headteacher is available. We should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office. Address the form to the Chair of Governors. The School / Centre Secretary will tell you who this is and pass on any written correspondence. Her email address is: pa@oxheyearlyyearscentre.herts.sch.uk

The Chair of Governors will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. This is likely to involve a Panel of Governors. When your complaint has been fully investigated you will be told of the outcome in writing.

Third

Most complaints are the responsibility of the Governing Body of the school and will be resolved by them. A small number of complaints may not be resolved by this process.

In the case of complaints about **Special Educational Needs**, you can complain further to the Local Authority. This should be done by writing to the Complaints Manager in the Customer Service Team at the address on the back page.

It should be noted however that if you wish to pursue this route, you must do so within 28 days of receiving the written outcome of the hearing into your complaint. After 28 days, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further.

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DAYCARE PROVISION

Complaints concerning the integrated Day Care & Wrap Around provision run by OEYC Ltd follow the exact same procedure as above, but at the Second Step the Company Directors will form the panel to investigate your complaint.

Your Daycare complaint may also be made to **Ofsted**:

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Address: Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD

Ofsted have a duty to ensure that laid down requirements are adhered to, and would become involved if a child appeared to be at risk or if there seemed to be a possible breach of registration requirements. In these cases both the parents, carers and guardians and/or individual concerned would be informed and required to work with Ofsted to ensure a full and proper investigation.

For more information you refer to: www.ofsted.gov.uk

Useful contacts

Advisory Centre for Education (ACE)

1C Aberdeen Studios, 22 Highbury Grove, London, N5 2EA

Free Advice Line 2-5pm, Monday to Friday

Web: www.ace-ed.org.uk

Email: enquiries@ace-ed.org.uk

Phone: 0808 800 5793

Children's Legal Centre

University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ

Free Advice Service, 2-5pm

Web: www.childrenslegalcentre.com

Email: clc@essex.ac.uk

Phone: 01206 873820

Complaints Team

Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF

Web: www.hertsdirect.org/your-council/hcc/childserv/comments/

Email: cs.complaints@hertsgov.uk

Phone: 01992 588542

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Parent Partnership Team (Special Educational Needs)

Room 152, County Hall, Hertford SG13 8DF

Web: www.hertsdirect.org/parentpartnership

Email: parent.partnership@hertscc.gov.uk

Phone: **01992 555847**

The Parent Partnership service provides impartial information and offers guidance on Special Educational Needs to Parents, Carers and Professionals. There are four Parent Partnership Supporters in the county and you can contact your local Supporter directly and confidentially. Their contact details are as follows:

- **Irene Holland - 01462 634488**
(Stevenage/Hitchin/Letchworth/Baldock/villages)
- **Dawn Owen - 01920 411152**
(Hertford/Ware/Bishops Stortford/Waltham Cross/Hatfield/WGC/villages)
- **Kären Edwards - 01442 453316**
(Watford/Rickmansworth/Potters Bar/Borehamwood/villages)
- **Helena Marks - 01442 217143**
(St Albans/Hemel Hempstead/Tring/Harpenden/Berkhamsted/villages)

ParentlinePlus

520 Highgate Studios

53-79 Highgate Road

Kentish Town

London, NW5 1TL

Web: www.parentlineplus.org.uk

Phone: **0808 800 2222**

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