



# Complaints Procedure

## Statement of Intent

The Oasis Childcare Centres believe that children and parents are entitled to expect courtesy and careful, prompt attention to their needs and wishes. We welcome ideas and suggestions on how to improve our services and will give serious and prompt attention to any concerns that are raised about the running of the centre. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result then we have a set of procedures for dealing with concerns.

## Aim

We aim to bring all concerns about the running of the centre to a satisfactory conclusion for all parties involved.

## Method

Should you have need for complaint, please contact Mrs Lorna Trudgeon (Senior Manager) or Mrs Juliette George (Senior Deputy Manager) in the first instance to arrange a meeting to discuss your concern in person. If the problem is not dealt with to your satisfaction, then please put your complaint in writing to the Chair of the Committee of The Oasis Childcare Centres.

Parent's views are respected and acknowledged. Appropriate and prompt action is taken on any concerns raised and complaints will be investigated. Complainants will be notified of the outcome within 20 days.

## Chairperson of Oasis Management Committee

### **Ludgvan Oasis Childcare Centre:**

Miss Zoe Curnow  
Ludgvan Oasis Childcare Centre  
Lower Quarter Ludgvan  
Penzance  
Cornwall TR20 8EX  
Telephone: 01736 741528

### **Marazion Oasis Childcare Centre:**

Miss Zoe Curnow  
Marazion Oasis Childcare Centre  
School Lane  
Marazion  
Cornwall TR17 0DG  
Telephone: 01736 711125

If you are still not satisfied with the way in which your complaint has been dealt with, please contact:

Ofsted Complaints and Enforcement Team  
The National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone: 0300 123 4666  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Data Protection**

If your complaint is in relation to General Data Protection Regulations (GDPR), please contact:

#### **Ludgvan Oasis Childcare Centre:**

Briony Sedgeman (Data Protection Officer)  
Ludgvan Oasis Childcare Centre  
Lower-Quarter Ludgvan  
Penzance  
Cornwall TR20 8EX  
Telephone: 01736 741528  
Email: [admin@oasischildcare.org.uk](mailto:admin@oasischildcare.org.uk)

#### **Marazion Oasis Childcare Centre:**

Briony Sedgeman (Data Protection Officer)  
Marazion Oasis Childcare Centre  
School Lane  
Marazion  
Cornwall TR17 0DG  
Telephone: 01736 711125  
Email: [admin@oasischildcare.org.uk](mailto:admin@oasischildcare.org.uk)

If you are still not satisfied with the way in which your complaint has been dealt with, please contact:

Information Commissioners Office (ICO)  
Telephone: 0303 123 1113  
Website: <https://www.ico.org.uk/concerns/>

Adopted by The Oasis Management Committee on: 31.08.2021  
Representative of Management Committee Signature: Briony Sedgeman  
Review Date: August 2022