

The Garden

Daycare Centre



Complaints: Policy & Procedure 2021

Purpose of the Complaints Policy & Procedure

The purpose of the Complaints Policy & Procedure is so that both parents/guardians and staff are aware of the outlined pathway to deal with any complaints which they may have. The care of children registered at The Garden Daycare Centre (TGDC) is paramount and our central concern.

What we believe

We believe that children and parents/guardians are entitled to expect prompt safe and careful attention to their needs and wishes. We aim to work closely with the parents/guardians of the children registered and enrolled at TGDC to always strive to improve our care and services. We welcome suggestions on how to improve our service and care and will give prompt and serious attention to any concerns about the operation of the centre.

Procedure

Informal

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with the person in charge (PIC). They will work with you to clarify, resolve and investigate the issue and take action where appropriate.

How we will do this...

- Clarify and state the problem
- Attack the problem not the person
- Suggest ways to resolve the problem
- Meet with relevant parties
- All relevant information gathered

We will aim for a satisfactory outcome for all parties.

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Website: www.thegardenbda.com
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Formal

If you are not satisfied with the response at the informal stage or have a concern which is too serious to be raised at an informal level you should raise your concern in writing to The Child Care Regulation Programme (childcare@gov.bm).

Documentation

PIC will document and track all complaints/grievances and their outcomes. The information may be used then to create, inform, or adjust future policies.

Child's Name _____

Signature of Parent/Guardian 1 _____ Date _____

Print Name of Parent/Guardian 1 _____

Signature of Parent/Guardian 2 _____ Date _____

Print Name of Parent/Guardian 2 _____

**This document will be placed on your child's file once returned.
The signing of this document is to confirm you have read the information in this policy.
Please keep a copy for your records.**