

What to do if you have a complaint against an OSCAR Programme

We all want the very best for the children who attend OSCAR programmes but sometimes what we think is best may be at odds with another.

Quite a few complaints the Network hears about relate to behaviour management. It is important that **before you enrol your child in a programme** you are aware of, and agree with their procedure regarding this.

Each programme is different. Sometimes a programme's philosophy may not fit in with yours. For example a programme may have an expectation that all children participate in planned activities while you believe in free play. It may be that this programme is not for your child.

For this reason, the OSCAR Network suggests that caregivers, who have a complaint;

- > Talk to the Programme Supervisor first, if you are still not satisfied
- > ask for, and follow, the programme's complaints procedure
 - It is always preferable to have your complaint in writing
 - Keep a copy of any correspondence including emails
- > If the outcome is still not resolved to your satisfaction and you believe that the programme is not following the OSCAR Standards: www.msd.govt.nz/documents/what-we-can-do/providers/approvals/l3-social-sector-accreditation-standards.pdf then;
- > Contact the Ministry of Social Development as they are responsible for the auditing of OSCAR programmes.

If you genuinely believe that any child (not just your own) is at risk of abuse, or has been the victim of abuse then call the police immediately.

Please feel free to contact the OSCAR Network for advice.

