

Comments & Complaints

- Every enquirer is sent a 'Comments, Complaints and Suggestions' leaflet with their information pack to encourage them to comment on the service they receive. Feedback is an important part of the appraisal system and regarded as an opportunity to develop the service to meet the needs of the users.
- Complaints regarding the service or team members will be dealt with in line with the Local Authority's complaints procedures. (A copy of the complaints procedure is available upon request).

Limitations of the Service

Oldham FIS operates an impartial service. Preference for any childcare provider, by recommending them to parents, carers or employers, cannot be given. Details of providers and guidance booklets on 'Looking for Childcare' are provided for all clients. They must make their own choices or decisions.



Visit or write to:

Oldham Family Information Service
5 Barn Street, Oldham, OL1 1LP
Our office is accessible to people
using wheelchairs

**Our office is open from
Monday - Friday
9:00 am - 5:00 pm
(except bank holidays)**

Telephone: 0800 731 1518
8.40am - 5.00pm
Answer phone
outside these hours

Fax: 0161 652 4366

Email: familyinfo@oldham.gov.uk

Web: [www.oldham.gov.uk/
childcare](http://www.oldham.gov.uk/childcare)

চাইল্ডকেয়ারের উপর তথ্যের হেল্প লাইন
0800 731 1518

‘ଆର୍ଡ଼େକ୍ଟିଭ୍ ଇନଫର୍ମେସନ୍ ଡିଭିଜନ’

0800 731 1518

چائلڈ کیر انفارمیشن ہیلپ لائن

0800 731 1518

**Freephone
0800 731 1518**

Customer Charter



OLDHAM Metropolitan Borough

Our Mission

To increase access to, and improve the quality of early years education and childcare services for children and parents in Oldham.

Up-to-date Information

We provide information, advice and guidance to:

- Parents/carers;
- Local employers;
- People who work, or would like to work, in childcare; and
- Childcare Providers.

on the following subjects:

Parents/carers and local employers

- Childcare and children's activities;
- Education establishments;
- Grants, funding and benefits for childcare; and
- Support groups and children's services.

People who work in childcare

- Childcare careers and job vacancies;
- Training and qualifications;
- Grants, awards and funding for training or setting up childcare;
- How to set up childcare services;
- How to improve the quality of early years education and childcare provision; and
- Business advice.

All information is updated on a regular basis:

- Childcare providers are contacted at least four times a year to ensure the accuracy of details we hold about them and pass on to parents/carers.
- All literature published in-house includes the date of publication.

Accessing Our Service

By Telephone. You can contact us free on **0800 731 1518**. This is a free phone number and you will not be charged for this call if you use your home telephone or a BT phone box. (Costs of calls from mobile phones may vary depending on your network operator). Our phone lines are open **Monday to Friday 8.40am to 5.00pm** (excluding bank holidays)

Online. If you have access to the Internet you can visit us online at **www.oldham.gov.uk/childcare**. We have lots of leaflets, literature and information online; as well as links to the ChildcareLink website where you can find details of childcare providers and up-to-date vacancies in your area. If you would like to contact us via the Internet you can complete the form online or simply **email: familyinfo@oldham.gov.uk**.

In person. As well as the free phone number, we also have a free drop-in facility based in Oldham town centre on Barn Street (behind the police station). Open Monday to Friday 9.00am to 5.00pm. No appointment is needed and we have an interview room available so that you may talk to one of our team in complete privacy – if you wish. (Our office is accessible to people using wheelchairs.)

In writing. You can also contact us by writing to: **FIS, 5 Barn Street, Oldham OL1 1LP**. Please make sure that you include your name and address details, phone number and the nature of your enquiry so that we can contact you with a reply.

Within our team we have several members of staff who speak community languages. Appointments can be made to see someone who speaks Bangla or Urdu.

On The Road



Oldham Family Information Service also have an 'outreach programme'. This means that they regularly hold events at venues throughout the borough of Oldham ranging from supermarkets to parks. This allows people who are unable to use the help line or drop in facility (in Oldham Town Centre) the opportunity to access information, advice and guidance on all aspects of childcare, grants and funding in their local area. For details of these events please see the local press, visit www.oldham.gov.uk/oldham or call 0800 731 1518.

Cost & Timescales

There is no charge for any of the services. All enquiries will be responded to within 48 working hours.

Quality

The service is assessed against the standards set by the Department for Education and Skills and operates according to local, regional and national best practice.

Oldham Early Years has been recognised as an Investor in People.

