

WESTVIEW & SHAMBLES DAY NURSERY THE CLUB

POLICY AND PROCEDURE DOCUMENT

This Document is updated annually

Updated September 2019

OUR MISSION STATEMENT - Excellence in childcare with a difference

ABOUT US

From past experience we understand the importance of flexible childcare and the nursery is structured so that children and parents' needs are of paramount consideration. It is our intention to offer the child of working parents the same opportunities as children of non-working parents. We would like to recreate a normal atmosphere where children can gain experience and confidence in a safe environment.

ADMISSIONS

We admit children into the settings regardless of sex, race, culture, and ability. Prospective parents are invited to visit with their children to meet the staff and see the environment for themselves at a time that is mutually convenient. A registration form and prospectus will be available for completion should the parents require a place. If an immediate place is not available for a child, they will be placed on a waiting list and parents will be notified as soon as a place becomes available. A place is not guaranteed until an offer and starting date is agreed. A non-refundable registration fee secures the place that is requested. Westview & Shambles Day Nursery and The Club reserve the right to decline registration if our ethos and general principles are not acceptable to the parents.

SECURE SETTING

Parents are requested to be vigilant of safety when in the nursery ensuring gates and doors are securely closed. Nursery children are aware that they are not permitted to open the gates/doors. Siblings must not be permitted to open the gates/doors. We request that an adult is responsible for the drop off and collection of children in the nursery. If someone other than the parents or legal guardians collects the child staff must be informed in advance, with a brief description of the person and a password. For obvious reasons care needs to be taken in the car park. The nursery is not responsible for any loss or damage to person or property whilst in the car park.

Parents will be given the code for the main door – we request that this is not shared with siblings, and parents do not allow access to anyone else. Parents are requested to ensure they have clicked their children in when they drop off and out on collection. As we work on a flexible hourly basis this is paramount to the children safety. This register acts as a fire register.

STAFFING

A high adult to child ratio is essential in providing good quality care. It is our policy to ensure that there is always sufficient staff to give the children the care and attention that they need. We ensure that two staff are on duty at any one time, but individual staff will work alone with small groups of children. i.e. while in vehicles on route or key work group time. The legal requirements are as follows:

Under 2's	1:3 ratio
2 to 3 years	1:4 ratio
3 to 5 years	1:8 ratio
3 years to 8 years	1:8 ratio
Early Years Teacher	1:13 ratio
Over 8 year's	1:13 ratio

On outings and trips staffing ratios will be maintained at the same level. Staff will ensure all outing/trips will be rigorously assessed for risk and when necessary additional staff will be brought in.

Staff are fully versed on SEN procedure lead by our SENCO who attends three training programs each year including speech and language. All staff hold Paediatric First Aid certificate, Food Hygiene and Advanced Safeguarding which are renewed every three years. All staff have Statutory Disclosure Barring Service (DBS) and are permanent members of staff, we do not use agency staff, but rely on our permanent time staff to cover sickness and holidays.

We work in conjunction with local colleges and schools to host 3rd year placements and work experience placements. The students attend an interview and if successful they are invited in for a have a full induction. Once work experience has started the student is supervised at all times. At no stage is a student left alone with children. Students who are required to undertake an individual child study will obtain parents' permission in advance. Local Senior Schools also request year 11 students do a week's work experience in Nursery. We also have students that help in our After-School Club and At No stage is a student left alone with children. Students who are required to undertake an individual child study will obtain parents' permission in advance.

Uniform is supplied to be worn at all times. Long hair (shoulder length and longer) will be tied back when handling/serving food or changing nappies. Jewellery is worn at the staff's own risk and should be as unobtrusive as possible, and any jewellery that presents a safety hazard should be removed. Potentially offensive body art should be covered.

KEY PERSON

The key person will work in partnership with parents to ensure settling is made as easy as possible and are happy to arrange home visits at parent's request. The key person and a buddy key person will be the main people responsible for your child while at nursery. The key person will arrange meetings with parents and feedback on any information regarding the Learning Journeys, progress and any other issues that arise.

LEARNING AND PLAY

We use the guidelines of the EYFS and the seven areas of learning that chart a child's development and allow children to develop at their own rates and in their own way.

Personal, social and emotional development involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.

Communication and language development involve giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.

Physical development involves providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, and personal hygiene and also to make healthy choices in relation to food.

Literacy involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

Mathematics involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures.

Understanding the world involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

Expressive arts and design involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role play, and design and technology.

To enable a child to become an effective learner the Early Years Foundation Stage identifies three inter-changeable characteristics which help children to learn. Being aware of these characteristics enables the adult to support and extend a child's learning whilst the child is involved in play or at an activity in the Nursery. The three characteristics are as follows:

Playing and Exploring - engagement

Finding out and exploring, playing with what they know, Being willing to 'have a go'.

Active Learning - motivation

Being involved, concentrating, keeping trying, and enjoying achieving what they set out to do

Creating and Thinking Critically

Having their own ideas, making links, choosing ways to do things

EQUAL OPPORTUNITIES

We will treat the children we are asked to provide day care for with equal concern and in doing so we agree to meet their specific needs with regard to their religious persuasion, racial origin, cultural and linguistic background as well as sex and disability.

The nursery has dual language books and toys, visual resources, photographs to stimulate talk and promote language development and reflect positive images of different cultures. Families are invited to stay and play and share cultural experiences, traditional cooking activities and songs. Our projects move around the world geographically celebrating different cultures.

All children learn language by hearing and using it in context through practical activities and real life experiences. We plan small group and paired activities with good language role models for children learning EAL. Staff use Makaton, photographs and visual routines to aid communication.

CHILDREN'S ATTIRE AND BELONGINGS

All clothing should be clearly labelled, and children need suitable clothes and footwear to attend nursery. We take no responsibility for any jewellery worn by children.

ANTI-BULLYING

The Nursery believes that bullying is action taken by one or more children with the deliberate intention of hurting a child, either physically or emotionally. Although most of the children in our care are very young and may not understand their actions, we do all we can to prevent it, by developing a Nursery ethos in which this behaviour is regarded as unacceptable. We believe that every child has the right to expect an environment which:

- Is safe and caring
- Provides challenges but is non-threatening
- Encourages children to feel secure
- Values opinions
- Shows an awareness of children's individual needs and attempts to meet them.
- Allows them to develop to their full potential and allows them to work through disagreements

FIT TO WORK policy

Working with children although extremely rewarding does demand that staff are physically fit to do the job, emotionally stable to support the children in our care and alert and aware at all times. If a member of staff feels that they are not FIT TO WORK it is their responsibility to inform management and seek relevant support. Management where necessary will document a FIT TO WORK procedure and review.

ACCIDENT AND INCIDENTS

In the event of a major accident the following procedures will be carried out simultaneously

- an assessment will be made of any physical injury to the child and member of staff will remain with the child offering comfort and first aid
- call 999 and the parent
- a member of staff will accompany the child with the relevant paper work to the hospital in the absence of the parent
- The accident will be recorded in the accident file and signed by all staff
- A full investigation will need to be completed

In the event of a minor accident the following procedures will be carried out:

- A member of staff will assess the injury and offer comfort to the child first aid
- The child will be observed and when suitable resettled back into the group
- The incident will be recorded in the accident book for parents to read and sign upon collection

SPECIAL EDUCATIONAL NEEDS

A designated member has attended training as the Special Educational Needs Co-ordinator (SENCO). Our system of observation and record-keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis. We will implement a graduated response as follows:

- IDENTIFICATION: The difficulty is identified and specific objectives are described, with emphasis on small, achievable targets.
- ONE PAGE PROFILE: The SENCO continues to gather information, possibly referring parents to, or advising them to consult outside agencies.
- MY PLAN: The SENCO consults with specialist support services.

Constant monitoring will be achieved with the help of Individual Educational Plans (IEP). If a child's needs cannot be met at nursery without additional support or equipment, funding will be sought to employ an extra member of staff or to obtain the necessary resources.

We work closely with the parents and seek their views and the child's views in all planning. We see the value of working closely together with other professionals to meet specific needs and are committed to developing this further.

OFF SITE AND OUTINGS

The children visit local parks and woodland amenities as part of our daily routine and as an extension to nursery. We also arrange a number of additional trips and outings to places of interest during the year. All vehicles are suitably insured with business insurance and have suitable seat belts:

Parents will be informed and asked to sign a consent form for additional trips and outings. Rigorous risk assessments are undertaken and written up on all trips. Staff work in small groups and carry first aid kits, with any relevant medication, and sufficient drinking water. Each group has a mobile phone, full contact details and medical history of each child.

WALKING BUS

All staff are required to complete rigorous risk assessments before taking children out of the nursery. All children will walk in pairs with one member of staff wearing a yellow jacket thus allowing clear visibility for traffic and will ensure the traffic has stopped before allowing the children to cross. All other staff must be positioned evenly amongst the children. All areas are to be risk assessed ensuring that all hazards are avoided. Regular headcounts are to be taken in conjunction with timesheets.

HEALTHY EATING

We are committed to a healthy eating programme and talk to the children about what is healthy and what is not. We provide fresh fruit as a dessert and encourage children to grow their own vegetables. We employ a full time chef to produce two home cooked meals a day. Older children are encouraged to be involved with the preparation of the food they eat. The menu is displayed on the board a week in advance. Drinking water is always available and milk is available at snack time. When off site and on trips we will produce a healthy lunch box, if parents provide a packed lunch we request that junk food, high sugar snacks and fizzy drinks are not included.

ALLERGIES

Our allergy management focuses on prevention, education, awareness, communication and emergency response. All information relating to a child's allergy will be shared with all staff within the setting. It is included as part of our induction of new staff. We request that all information pertaining to known allergies must be put in writing. An allergy list is kept in all rooms where food is prepared and/or served and is updated monthly. As snacks and meals are prepared fresh each day we ensure that alternative foods are given to children with allergies.

ACHIEVING POSITIVE BEHAVIOUR

Children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour. Where appropriate children will be encouraged to consider the impact their behaviour has on the people, places and objects around them; and to consider the views, feelings, needs and rights of others. We will positively promote good behaviour and value co-operation and a caring attitude to enable children to develop as responsible members of society. These principles are embedded in the promotion of British Values across the nursery environment.

Nursery rules are concerned with safety, care, and respect for each other. It is central to the philosophy of the nursery that all staff should be positive role models. Good behaviour is consistently reinforced by staff recognising and praising positive behaviour. Discipline within the Nursery is fair, consistent, and levelled at the child's individual needs. Through example the staff will encourage the children to show consideration for each other and their surroundings. Corporal punishment is not an acceptable form of punishment in the nursery.

All staff are trained in behaviour management through in-house training. The nursery has nominated persons who will oversee behaviour management and attend relevant Early Years courses. The nominated person is Charlotte Adcock. Any issues or problems arising are discussed with room leaders and parents. If a child shows a persistent behaviour pattern not conducive to the nursery environment the key person will discuss a behaviour plan with the nominated person and the parents. The nominated person will be responsible for monitoring and regular feedback to parents. All children coming to the nursery have a right to play and enjoy what is on offer without fear of intimidation, harassment or physical or verbal abuse. We strive to promote behaviour which encourages respect for each other.

WEAPONS AND SUPERHERO PLAY

Weapon and gun play is discouraged. We acknowledge the positive aspects of the Superhero character but highlight the negative aspects of weapon use and physical violence. This will be mainly done through story, drama and appropriate discussion.

ANIMALS

Children can learn a lot from having contact with the animals; and basic hygiene will be followed to ensure the safety of the children. Children are encouraged to treat all animals with respect, learning how to handle them correctly and wash their hands after contact with animals and understand the reasoning behind this.

SICK CHILDREN

With working parents in mind, we understand the problems this may cause and wherever possible we will make provision for sick children at the nursery, however in some circumstances it may be necessary to follow the Department of Health Exclusion Policy to avoid infection. Parents will be kept informed at all times and in the event that contact cannot be made we reserve the right to administer Calpol and seek medical advice.

Certain childhood illnesses can cause problems for pregnant women, such as measles, chicken pox, and slap cheek. Parents will be notified via the board of an outbreak in the nursery and children should be excluded if necessary.

ADMINISTRATION OF MEDICINE

Any medication administered to a child will be documented in the medicine file. We ask parents to sign blanket consent for Calpol and Nurofen and if a child becomes sick at nursery, we will make every effort to contact parents. Parents will be asked to sign a medicine form on collection. We ask parents to inform us if any medication has been given before nursery. Please do NOT leave medication in nursery bags.

If a child attends nursery with a pre-existing injury the parent will be asked to sign a pre-nursery accident form.

In the event of epi-pens and asthma pumps parents will be asked to complete blanket consent. For children with epi pens a written care plan must be in place. Each epi-pen or asthma pump together with a copy of the consent and registration form must be kept in a secure container alongside the first aid box. All staff are aware of the whereabouts of epi-pens and asthma pumps at all times.

CHILD PROTECTION / SAFE GUARDING

Anyone working in the nursery environment will be subject to a DBS check. This is an Ofsted requirement and must be adhered to and in line with guidelines. This is supported by the staff's handbook which is updated annually. The Handbook sets out all procedures which we have in place to ensure all welfare requirements are met (parents can obtain a copy from management, if required). Charlotte Adcock and Laura Hoskins are the named Child Protection Officers for Westview & Shambles Day Nursery Day Nursery. The nursery has a duty to be aware that abuse does occur in our society. The statement lays out the procedures that will be taken if there is reason to believe that a child in our care is subject to any form of emotional, physical, sexual abuse or neglect. Our prime responsibility is the welfare and well - being of all children in our care. As such, we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. The nursery has a duty to report any suspicions of abuse to the Local Authority. The Children's Act 1989 places a duty on the local authority to investigate such matters. The nursery will follow the procedures set out in the Local Safeguarding Children's Board (LSCB) documents and when necessary, will seek their advice on all steps taken consequently. In the event that a parent makes a complaint of child abuse against a member of staff or volunteer we will follow the guidance from the LSCB and report any allegations to the Designated Officer For Allegations (DOFA) (01225 718079 or 01225 713945) as if it were an allegation of abuse by any other person.

If a child arrives with injuries that concern the staff they should:

- Ask the parent if they were aware of the injuries and how they occurred.
- Discuss any concerns with the designated child protection officer.
- Record in the incident book of the injury with diagrams and explanations given by the parent.

If there is cause to suspect physical, sexual or emotional abuse or neglect the following steps must be followed:

- The designated officer will be informed.
- Document the concerns.
- A member of management will discuss their concerns and the supporting documented evidence with the parent.
- Document the parent's explanation and inform the parent of the nurseries legal obligation to inform social services.
- If a member of is involved appropriate steps must be taken to ensure the safety of the child.

Once a child is referred to social services the appropriate multi-disciplinary agency will make an assessment of the child's needs. Following such a referral, staff may be required to provide statements and the designated child protection officer will attend an initial child protection conference.

The nursery has an obligation to share any information regarding child protection with other professionals, but staff must be aware of confidentiality relating to the case.

The Counter-Terrorism and Security Act 2015 requires nursery to have "due regard to the need to prevent people from being drawn into terrorism", this includes children. This duty is known as the Prevent duty. The Prevent duty does not require the nursery to carry out unnecessary intrusion into family life but as with any other safeguarding risk, the nursery must take action when they observe behaviour of concern. If the nursery is concerned about a child then normal safeguarding procedures will be followed, as set out above. We ensure all staff are trained, informed, recognises vulnerability and mitigate the risks. We will ensure the curriculum embeds British Values, teaching our staff, children and visitors to be tolerant and have respect for all people within our multi-cultural society.

WHISTLE BLOWING

All members of staff have responsibility to ensure that standards are upheld and are expected to speak out about issues they are uncomfortable with. Staff need to feel confident about raising concerns. Management will listen to staff concerns and deal with issues ensuring this does not jeopardise their standing in the nursery.

PRIVACY POLICY

Our commitment to your privacy

At Westview & Shambles Day Nursery Day Nursery we are committed to protecting your privacy and we comply with the data protection laws applicable to the United Kingdom. The General Data Protection Regulation (GDPR) will apply from 25th May 2018, when it supersedes the UK Data Protection Act 1998 (DPA). Westview & Shambles Day Nursery Day Nursery will comply with applicable GDPR regulations when they take effect in 2018 while also working closely with our customers and partners to meet obligations for our procedures, products and services. This Privacy Policy outlines how your personal information is treated and should be read in conjunction with our GDPR Privacy Notice.

What information do we collect?

We will not collect any personal information about you unless you have chosen to give it to us, this will include registration information when you join us including your name, address, e-mail address and telephone number so that we can contact you accordingly. We may use the information provided by you to communicate with you (including email, newsletters, Facebook), for record keeping purposes, and or market research purposes (questionnaires), to track activity on our website, and to improve usefulness and content. We never make your personal details available to companies outside Westview & Shambles Day Nursery Day Nursery for marketing purposes.

E-mail messages

We will not send emails to you unless you have given us your consent or have requested information from us.

If you have subscribed to our newsletter, you will only receive our newsletter. You may unsubscribe at any time by using the unsubscribe link contained within the footer of the e-mail. We use a third party provider, Mailchimp, to deliver our newsletter. We gather statistics around e-mail opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see Mail Chimp's privacy notice.

Access to your information and its correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please e-mail us at hello@westviewdaynursery.co.uk. We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Information and data may be automatically collected through the use of cookies. Cookies are small files stored within your web browser from our website. Cookies do not collect personal information about you nor do they allow us to access your computer in any way. All information is collected lawfully and in accordance with the Data Protection Act 1998 and after 25th May 2018 with the General Data Protection Regulation (GDPR). We use tracking cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and no personally identifiable information is stored.

You can choose to accept or decline cookies. All web browsers automatically accept Cookies, you can modify your browser security settings to block Cookies although you should be warned that changing Cookie settings can adversely affect the performance of our website.

Changes to our privacy policy

We keep our privacy policy under regular review, and we will place any updates to this on our web page.

PROMOTING BRITISH VALUES

We actively promote the fundamental British values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths or beliefs. These are interpreted by our children as learning right from wrong; learning to take turns and share; and challenging negative views and stereotypes. We do not promote views and theories that are contrary to established scientific or historical evidence and explanations.

SOCIAL MEDIA

We do have a Private Facebook and blog that parents are invited to 'Like'. The page is strictly monitored and used solely as communication tool for parents. Staff are not permitted to link their private Facebook with the business. Staff are not permitted to put photos or comments regarding the business or the children on their private Facebook. Staff are not permitted to 'befriend' parents and families on Facebook.

MOBILE PHONE, CAMERAS, TABLETS AND SMART WATCHES

Ofsted legislation requires the following -

"The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff and cover the use of mobile phones and cameras in the setting".

We therefore operate a NO mobile phone policy in the nursery and during nursery trips. This includes any personal device that connects to the internet and has a camera function. Basic mobile phones are issued by nursery for use off site.

PHOTOGRAPHS

All parents are asked to complete a photograph consent agreement on registration. Parents and families are invited to record their child's inclusion in certain events through the year on the understanding that they will not publish any material on the internet as we do not have control of these images once they are in the public domain.

As part of EYFS observations we document learning with photographs. Photographs will not be used for purposes of marketing or advertising and will remain the property of Westview & Shambles Day Nursery Day Nursery. From time to time the photographs will be on our Private Facebook page for parents to access and will if requested, be sent to parents via email.

Photographs will only be taken on logged cameras or Ipads. All parents are asked to complete a photograph consent agreement on registration.

VISITORS

Any visitors such as prospective parents, trades people and students etc will be asked to sign the visitor's book on arrival. When work is being carried out at the nursery, children will never be left alone in that area.

LOST CHILDREN

Effective risk assessment and relevant measures are taken to ensure that children are never lost but should a child become lost the following action should be taken:

- The safety of the other children must not be compromised with regards to security and supervision.
- Two members of staff should search the immediate area.
- If the child cannot be located in 10 minutes the police and the child's parents must be contacted and informed.
- Continue searching the area, liaising with other staff all the time.
- Once the situation has been resolved staff should review risk assessment and measures must be taken to ensure that it does not happen again.
- All information must be recorded on an incident report and dated.

PROCEDURE FOR UNCOLLECTED CHILDREN

In the event that a child is not collected by the end of the day the staff will make every effort to contact the parents. A member of staff will stay with the child until the parents have been contacted and a convenient pick up destination agreed. In the event parents fail to arrive and no contact can be made with authorised collectors the nursery has a legal obligation to contact Social Services.

COLLECTION OF CHILDREN

We reserve the right as part of our duty of care to retain a child within the setting if we believe the parent or carer who arrives to collect their child, is under the influence of alcohol or any other substances.

NO SMOKING POLICY

Westview & Shambles Day Nursery operates a strict no smoking policy in line with current legislation. We ensure that children have a completely smoke free environment, this includes e-cigarettes.

RELIGIOUS FESTIVALS

We are not associated with any specific religion and draw children from a variety of faiths, plus an increasing number of children from families that profess no faith. In view of this either setting does not celebrate any religious festivals choosing to concentrate on traditions instead and promoting British values.

PARENTAL CONTRACTS AND PAYMENTS

When registering a child at nursery, parents are required to sign the registration form and pay a £50.00 non-refundable registration. This forms a binding contract between the parents and the nursery. Invoices will be issued on the 1st day of each month. Registered hours will be charged for in advance, and any extra hours will be invoiced in arrears. Payment of invoices must be made by the 15th of the month in which the invoice is issued. Failure to make payment by the 15th will result in a 10% surcharge being made. We do not make a charge for bank holidays and the week between Christmas and New Year.

We request one whole calendar months' notice in writing of any changes and amendments to registration. We reserve the right to revoke registration of a child for non-payment of accounts. All parents named on the registration form are responsible for fees.

EARLY EDUCATION ENTITLEMENT

The 15 hours of Free Entitlement (FE) is available over 2 days to all children the term after the child's 3rd birthday. Two year old funding is available in some circumstances. The 30 hours is available with our stretched offer of 2 x 9 hour period and 1 x 4 hour period. FE covers basic childcare as described by the Early Years Foundation Stage on a term-time only basis (38 weeks per year). FE does not include extra-curricular activities like Dance, Sports, French, Fidgety feet, Outdoor learning, Mindfulness, Swimming, Cooking, Ginger, trips, outings and any meals. Once the FE hours are confirmed they cannot be changed for that term unless the child is leaving the nursery mid-term then the free entitlement will be amended and the parent will be able to claim at an alternative setting. As a full time Day Nursery operating over 51 weeks a year we have been asked to run a stretched offer - the total annual allocation of 570 hours (15 hours) and 1140 hours (30 hours) will be stretched equally over the 51 weeks (we are closed bank holidays and the week between Christmas Eve and New Year).

Parents of children attending FE hours only between the hours of 2pm and 6.30pm will have the option to pay for the additional services we provide which are not covered by the grant funding, but it is not a requirement to do so. No registration fee is charged where parents wish to register their child for a free early education place only. However, where parents review their childcare needs and subsequently opt to purchase additional hours, it is important to note our standard (non-refundable) registration fee of £50 will become immediately payable, even if the child has already started their place with us.

CONCERNS, COMPLIMENTS AND COMPLAINTS

Parents are able to feedback verbally, in writing or via email. We acknowledge an individual's right to state a concern or to make a formal complaint if they feel that the safety or care of their child is at risk. Complaints from either parents or staff will be dealt with professionally and promptly. In the event of a minor complaint the Key Person or Room Leader will deal with the complaint. In the event of a more significant concern or if the key person is not able to resolve the issue the Nursery Manager will deal with any concerns. The Manager will fully investigate the concerns and report back within 3 days. This will be fully documented in the complaints file. If the matter is still not resolved a formal meeting will be held between all parties. A record of the meeting will be made together with documented minutes and actions. If the matter cannot be resolved the complainant, then has the right to raise the matter with OFSTED.

The National Business unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 9231231

CONFIDENTIALITY

The nursery's work with children and their families will often bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have access to the files and records of their own child but will not have access to information about any other child
- Staff will not discuss individual children with people other than their parents
- Information given by parents to the managers or staff will not be passed on to any other adults without their permission
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personal decisions
- Any anxieties relating to a child's personal safety will not be shared within the group, except with those concerned
- Trainees and workplace students will be advised of our confidentiality policy and required to respect it
- Under the Children Act 1989 we have an obligation to release a child's file to the Local Authority if requested.