

General Welfare Requirement: Safeguarding and Promoting Children's Welfare

Children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.

Safeguarding Children

Making A Complaint

Policy statement

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. 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, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

EYFS key themes and commitments

List in the boxes below, which key commitments of the EYFS this policy or procedure will be relevant to.

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as Partners	3.2 Supporting every child 3.4 The wider context	

Procedures

Little Wonders keeps a log of those complaints that reach stage 2 or above, as specified below:

MAKING A COMPLAINT

Stage 1

- *Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his or her concerns with the Nursery Manager*
- *Most complaints should be able to be resolved amicably at this point.*

Stage 2

- *If this does not have a satisfactory outcome, or if the problems reoccurs, the parents moves to this stage of the procedure by putting the concern in writing to the Nursery Manager or the Nursery Director.*
- *The setting keeps copies of the written complaints on the child's personal file. If the complain involves a detailed investigation, the Nursery Manager or Director may decide to create a separate file.*
- *On completion of the investigation, the Nursery Manager will report their findings back to the parents concerned.*

Stage 3

- *If the parent is not satisfied with the outcome of the complaint, they will be given an opportunity to discuss this with the Nursery Management Committee, which comprises of the Nursery Manager, the Nursery Director and the Owner.*

Further guidance

- *Summary Complaints Record.(2006)*

This policy was adopted at a meeting of Little Wonders Nursery School

Held on: 1st September 2016

Date to be Reviewed: 1st September 2017

Signed on behalf of the Management Committee:

Name of Signatory: Tamara Tucker

Role of Signatory: Nursery Manager

