

## SECTION 1

### 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

### 1.10 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

1.2 Inclusive practice	2.1 Respecting each other	3.2 Supporting every child	
	2.2 Parents as partners	3.4 The wider context	

## Procedures

All settings are required to keep a 'summary log' of all official complaints. This is to be made available to Ofsted inspectors.

### *Making a complaint*

- In the first instance parents are encouraged to speak to their key person or the setting manager.
- After this, please contact Brian Boggis who is South Hill Church Pastor and part of the management team for South Hill Early Years Centre, on Tel: 01442 234617 (Pre-school), or 397072 (Home) email: [brianboggis@gmail.com](mailto:brianboggis@gmail.com)
- Response will be made within 28 days.
- After this please contact OFSTED Office for Early Years, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 4666 quoting Young Discoverers Pre-school OFSTED number: EY337160
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

All complaints will be kept in the Complaints and Compliments Log and shown to OFSTED at the next inspection.

### *Records*

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

- The outcome of all complaints is recorded in the Complaints and Compliments Log which is available for Ofsted inspectors on request.

This policy was adopted by

Young Discoverers

On

10<sup>th</sup> July 2012 (date)

Signed

Name of signatory

Mrs Karen Keene

Role of signatory

Manager