

13. APPENDIX

13.1 Complaints Procedure

We trust that your child will have a happy stay at Seer Green Pre-School. Letters of thanks should be addressed to the Pre-School Manager or Chairperson.

Should you have any concerns at all, please speak to your child's key person or the Pre-School Manager/Deputy.

However, if at any time during your child's stay you wish to file a complaint, we would ask you to follow this simple procedure:

1. In the first instance please speak to the Pre-School Manager
2. Alternatively you can address your complaint to:
The Chairperson, Seer Green Pre-School, Jubilee Hall, School Lane, Seer Green, Beaconsfield, Bucks, HP9 2QJ.
3. Or contact our Ofsted regional centre at:
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

These details are displayed on the notice board.

If you have any concerns about the safety or welfare of a child, contact First Response (the single point of contact for Buckinghamshire Children's Social Services).

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13.2 Policies

Copies of the Pre-School's policies are available for you to see at the Pre-School and can be found in the Parents' File located in the kitchen. Our policies cover the following areas:

Safeguarding Children

- General policy
- Looked after children
- Confidentiality and client access to records
- Information sharing
- Policy for collection and non-collection of children
- Missing child
- Outings and visits
- Maintaining children's safety and security on premises
- Complaints procedure
- Whistle Blowing Policy

Equality of Opportunity

- Valuing diversity and promoting equality
- Supporting children with special educational needs
- Achieving positive behaviour
- Praise and thanks procedure
- Policy for children under the age of two and a half

Other Policies

- Health and safety
- Procedure for evacuation of premises
- Policy for emergency closure of the Pre-School
- Food and drink - policy and practice
- Staffing and employment
- Pre-School training policy and procedure
- Induction for new staff members/regular volunteers
- Student placement
- Volunteers policy
- Admissions
- Settling in Pre-School
- Parental involvement
- Working in partnership with other agencies
- Record keeping
- Secure storage, handling, use, retention and disposal of disclosures and disclosure information
- Equipment, resources and toys
- Operational plan
- Grievance procedure
- Code of conduct
- Deferrals procedure

These very comprehensive policies help us to make sure that the service we provide is a high quality one and that being a member of the Pre-School is an enjoyable and beneficial experience for every child and their parents.

The Pre-School Manager and Chair review the policies annually and ensure the policies are updated as required to make sure that the policies enable the Pre-School to provide a quality service for its members and local community.

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Safeguarding Children

We have a duty under the law to help safeguard children against suspected or actual 'significant harm'.

Our employment practices protect children against the likelihood of abuse in our Pre-School and we have a procedure for managing complaints or allegations against a member of staff.

The way we work with children and their parents ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty.

Parents should be aware that we have a duty to inform Ofsted and Social Services of any allegations against anyone in our organisation or if we have concerns that a child is at risk of harm, regardless of where the alleged incident is committed.

Special Needs

As part of the Pre-School's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs a child may have. We work to the requirements of the 1993 Education Act and The Special Educational Needs Code of Practice (2014). We also have a dedicated Special Educational Needs Coordinator, Kirsten Pole, Pre-School Manager.