

Policies and procedures provide an opportunity to communicate the beliefs and values that inform the work within our nurseries and play clubs. They help everyone involved to understand their roles and responsibilities and what to expect from one another. By setting and maintaining clear standards and boundaries Sunny Day Nurseries aim to promote a high standard of care and to develop a secure base for delivering a professional service.

Our policies and procedures listed here reflect the priorities and imperatives of the Early Years Foundation Stage. For full information on our policies and procedures please see copies available in the Nursery.

Please see our Complaints Policy & Procedure overleaf.

## Safeguarding & Promoting Children's Welfare

Safeguarding  
 Information and Complaints  
 Premises and Security  
 Visits and Outings  
 Equality of Opportunities  
 Intimate Care Policy  
 Health, Illness and Emergencies  
 Food and Drink  
 Infectious and Communicable Diseases  
 Hygiene  
 Smoking, Alcohol and Drugs  
 Behaviour Management

## Suitable People

Safe Recruitment  
 Staff Development and Training  
 Staff Organisation  
 Students and Volunteers

## Suitable Premises, Environment and Equipment

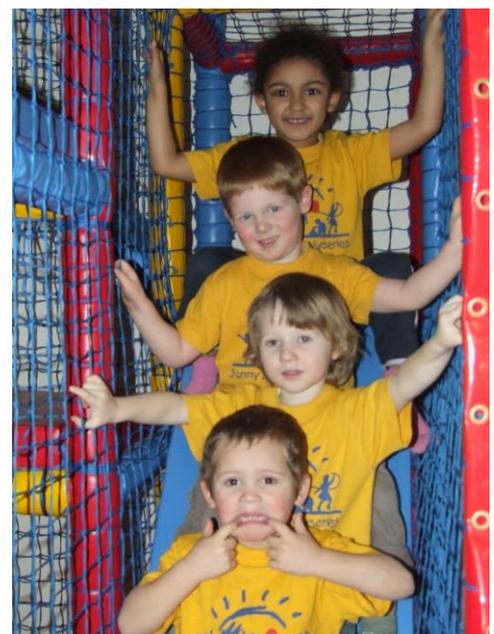
Risk Assessment  
 Health and Safety  
 Fire Safety  
 Physical Environment  
 Manual Handling  
 Equipment

## Organisation

Care, Learning and Play  
 Observation Policy and Procedures  
 Settling In  
 Involving and Consulting Children

## Documentation

Documentation  
 Admissions and Fees



# Complaints Policy & Procedure

**We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve Sunny Day Nurseries at any time.**

## **Making concerns known –**

- A parent/carer who is uneasy about any aspect of Sunny Day Nurseries provision should first of all talk over worries and anxieties with the Unit Supervisor or Manager. If this does not have a satisfactory outcome within 7 days, or if the problem recurs, the parent(s)/carer(s) should put concerns or complaint in writing and request a meeting with the Manager and Director/s. Both parent(s)/carer(s) and the Manager should have a colleague or partner present and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage –

- If the matter is still not sorted out to the parent's/carer's satisfaction, the parent/carer should again contact the Manager and/or Directors, preferably in writing
- If the parent/carer and Sunny Day Nurseries are unable to reach agreement an external mediator will be invited, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff from Sunny Day Nurseries will be available to act as mediator if both parties wish it. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussion confidential. S/he will meet with Sunny Day Nurseries if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.
- Written records of all complaints and their outcome will be maintained by the Nursery Manager and made available to parents if requested. These records will also be made available to Ofsted. Records of complaints will be kept for a minimum of three years.
- In some circumstances, it will be necessary to bring in Ofsted, who have a duty to ensure laid down requirements are adhered to. Ofsted would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and Sunny Day Nurseries would be informed and there would be a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. Our aim is to resolve all complaints within a maximum of 28 days. We also believe that it is the best interest of Sunny Day Nurseries and parent(s)/carer(s) that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

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