



Ready, Steady, Grow!!

Creche, Montessori, After School

Ready, Steady, Grow!! Childcare Policy and Procedures

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Additional Childcare Policies:

Child Protection Policy

Behaviour Management Policy

1. Introduction:

Ready, Steady, Grow!! endeavours to provide a safe, caring and stimulating environment for your child – we recognise the importance of creating a space where the child is comfortable and the parent/ guardian is confident of the quality of care. In order to achieve these objectives it is vital to have clear policy and procedures. This document outlines how children will be nurtured and supported and what expectations the parents/guardians may have of the service. The needs of the child are paramount in the delivery of our childcare

2. Services Provided:

Ready, Steady, Grow!! provides

1. Full day care from 7.45am to 6.15pm
2. Part time day care (a variation of 2 or 3 day placements; Half day places 8.00-1 or 1-6.15)
3. Playschool and Montessori (9.30-1)
4. Afternoon Care (Up to 3.5 hours)
5. Must be a minimum of 2 sessions per week.

There are four children's rooms in the building – the nursery (sleeping area), the Wobblers' & Toddlers Room (children over one who have just begun to become mobile), and the Montessori Room (Children two years and ten months or toilet trained and above). There is an outside play area which facilitates safe play. There is an electronic entry and exit system that includes the use of a visual recognition telephone entry system. (See Appendix One for Placement Cost).

3. Admissions:

1. Prior to admission at enquiry stage parents can view the premises, discuss policy, procedures and practice of the service.
2. On confirmation of a place parents/ guardians will pay one month's fees in advance plus a separate two week holding deposit that is fully refundable on one month's notice of finishing the placement.
3. An induction plan for the child will be agreed – this will be designed in relation to the child's needs (allowing extra time for a child who has never been in a crèche placement or a child who needs extra time to adjust). Each child and their parents/guardians will familiarise themselves with the child's room and the staff that will be working directly with the child.
4. Prior to admission the parents/guardians will complete the admission form, including parental consent and establish who will be dropping/collecting the child and who the emergency contact is.

4. Settling In Period

- Where possible on admission to the service for a full time place –up to ten days induction process will be facilitated to ensure that both the child and the parents/guardians are familiar with the routine, childcare practice and policy and procedures. We do not charge for this induction process once placement has been confirmed and deposit paid. This induction process is facilitated in order to let the child and parent separate at their own pace and become familiar with the environment of the crèche.
- If the placement is part time/playschool/Montessori the induction period will be modified in context with the type of their placement. For example if there is a five morning Montessori placement we would encourage the parent and child to have visited on a least two previous occasions plus the child would have been introduced to the staff members working with them.

5. Operation Times:

Full Time Day Care (5 days, 3 days or 2 days):

Opening 7.45 am -6.15pm

There is no facility for dropping a child prior to 7.45am. The collection time is 6.15pm, where a parent is unusually late and less than five minutes late no late charge will apply. If this continues a late fee will apply.

Half Time Day Care (8.00-1 or 1-6.00pm):

There is no facility for dropping a child prior to 7.45 am. The collection time is 12.15pm or 6.15pm, where a parent is less than five minutes late no late charge will apply. Any collection after this time there will be a charge.

Play School and Montessori:

9.15 -12.15pm

There is no facility for a child arriving earlier than 9.15am for Play School or Montessori. Collection is at 1pm, where a parent is less than five minutes late no late charge will apply. Any collection after this time there will be a charge.

Periods of Closure:

The crèche will be closed on Bank Holidays and will close on the 23rd December until 2nd January.

Collections:

- On admission parents are required to supply photographs of all emergency persons. If an emergency person is collecting their child the person is required to produce photographic ID
- Where a parent or the established person for collection is not available, parents must inform the crèche verbally who is collecting the child.

Ending the Placement:

Parents are required to give one month's notice before ending the placement.

6. Parental Involvement:

Parental involvement is key to a child's positive development "you can take the child out of the family, but you can't take the family out of the child" (Gilligan, 2000). The child does not operate in isolation of their family -In providing out of home day care it is essential to have an understanding of the child's routine and of the parents/guardians wishes in relation to the care of their child. Equally, for the parents to support their child's emotional, social and educational development, it is important they have a clear understanding of their child's activities and achievement's while they are in the care of Ready, Steady, Grow!!. In order to achieve positive and open communication we will:

5. Ensure all parents are aware and familiar with the compliments and complaints policy.
6. All parents have the office number, manager's mobile number and the contact number for the room their child is in.
7. On a daily basis all children enrolled in Ready, Steady, Grow!! will have a daily record book that will be completed by staff and parents will be asked to sign it on a daily basis.
8. On a monthly basis staff will prepare a more detailed report on the physical, social, intellectual, emotional and language.
9. By prior arrangement parents/ guardians can schedule a meeting with the manager and where appropriate a member of the childcare team.
10. For full time placements a meeting will be arranged bi-annually with the parents, manager and room leader for an appraisal on the child's development and progress.
11. In the event of an accident or incident during the day – parents/guardians will be notified by telephone immediately and where necessary a meeting will be scheduled with the room leader and the manager as soon as is possible.

7. Curriculum Planning

Ready, Steady, Grow!! will implement curriculum planning – identifying a daily plan that promotes the child's development. Ready, Steady, Grow!! recognises the importance of meeting a child's needs - need for security, need for new experiences – it is through providing learning opportunities for the child that we are promoting their individual development.

Each of the room's in the crèche have age appropriate toys that encourage learning, interaction with others and creative play. Each room leader will develop an age appropriate daily plan that incorporates the framework for early learning

1. Well Being
2. Exploring and Thinking
3. Communication
4. Identity and Belonging

Each daily plan will reflect the daily routine of the group – nappy changes snack time and lunch, free play and structured activities. The room leaders will liaise and communicate with each other in relation to the design of curriculums – allowing for a sharing of resources and experience and also to plan for inter room activities.

As highlighted in parental involvement – working in partnership with parents is an integral feature of service delivery in Ready, Steady, Grow!!. A child does not exist in isolation – the curriculum plan in Ready, Steady, Grow!! incorporates the ecological perspective that takes account of all aspects and influences on a child's life. In addition the curriculum plan supports the whole child perspective. (Pre- School Regulations, 2006) acknowledging a child's innate capacity for development –we will ensure a child is provided the opportunity to learn at their pace, working with formal and informal supports – we will work with the parents and the significant people in the child's life to maximise their potential for learning and supporting the relationships in the child's life.

8. Payment:

- Payment can be made monthly or weekly. Both weekly and monthly payments are advance payments thus if you're paying weekly you are paying on a Friday and monthly payments are paid on the last Friday of the month.
- Payment is required for holidays and sickness.
- Payment is required for the Bank Holidays , and Christmas Break
- Payment is not required if due to unexpected circumstances the crèche has to close for example a maintenance issue

9. Specific Requirements:

- Where a child is still in nappies, parents/guardians are required to send in a regular supply of nappies/wipes. Parents will be made aware when the supply is at eight nappies or less.
- All parents will be required to supply a spare change of clothes to allow for an immediate change of clothing should an accident/incident occur.
- Where a child is using a bed – a blanket is required which will be kept in the crèche.

10. Food:

- A child who is in full time day care will have breakfast, morning snack, lunch, afternoon snack and tea made available to them.
- A child in half time day care will have the appropriate meals and snacks provided(morning or afternoon)
- A child in for playschool or Montessori will have a snack provided.
- At all times in the rooms juice and a platter of fruit and raisins will be available
- All food will be prepared to highest standards – a monthly menu plan will be available for viewing at all times.

11. Outdoor Policies:

Outings/Trip/Walk Permission:

- Parental Permission will be sought during the admission process for outings – this permission will cover walks and outings that do not involve transport.
- Where an outing involves the use of transport a separate permission form will be given for parents.
- Staff Ratios on walks and outings are 1:3 this will be maintained at all times

Sun Protection:

- Parental consent will be sought during the admission process for permission to apply sun cream.
- Where children are outside and sun protection is required, sun cream will be applied to the child's face, neck, arms and legs. The sun cream applied will be specific sun cream for children and supplied by parents.
- Parents will be requested to supply hats and ensure the child has a t shirt or light clothing to cover the arms when outside playing

Winter Protection:

- During the winter months parents are requested to ensure their child has a coat, hat and scarf with them to facilitate outside play.
- On occasion the crèche may suggest the parents send in wellington boots to facilitate winter walks.

12. Child Illness/ Accident:

Crèche:

- Parents are requested to disclose all illness and injuries prior to dropping the child in the crèche.
- A staff member will enquire on the health of a child on daily basis clarifying that there are no issues.
- Staff members will make a note of and alert parents to any bruises that been observed during the day.
- In the event of an accident/injury occurring –parents will be notified. All accidents including minor accidents will be recorded in the accident log. Parents will be notified and consulted on the response to all accidents and injuries.
- Where a child vomits more than once (this vomiting does not include food reflux) a parent will be contacted to bring the child home.
- Where a child's temperature is 38.4 C or above parents will contacted to access the situation (whether administering calpol is appropriate or does the child require medical attention)
- Where a child has a consistent high temperature, parents will be contacted and advised to remove the child from the crèche and seek medical attention.
- Where a child has diarrhoea (beyond heavily soiled nappies or pants), more than 3 times, parents will be contacted to remove the child from the crèche.
- Where a child is displaying a rash that parents had not previously identified – after exploring all possible causes within the crèche and ruling out meningitis, parents will be contacted to discuss possible causes and treatment.
- In the event of an emergency where a child is presenting as seriously ill parents will be contacted and medical attention will be sought immediately.

- Guidance on Infection Control in Childcare Settings

GOOD HYGIENE PRACTICE

- **Hand washing:** is one of the most important ways to prevent the spread of infectious diseases, especially those that cause diarrhea and vomiting, and respiratory illness. The best method is to use liquid soap, warm water and disposable paper towels. Always wash hands after using the toilet, before eating or handling food, and after handling animals. Cover all cuts and abrasions with waterproof dressings.
- **Coughing and sneezing** easily spread respiratory illness. Encourage all adults and children to cover their mouth and nose with a tissue. Wash hands after using or disposing of tissues.
- **Personal protective clothing (PPC):** Wear disposable non-powdered vinyl or latex-free CE-marked gloves and disposable plastic aprons when there is a risk of getting blood or urine, faeces and vomit onto skin or clothing (for example during nappy changing).
Wear goggles if there is a risk of splashing to the face, for example when diluting or handling cleaning chemicals.
- **Environmental cleaning:** Clean the environment, toys and equipment frequently, and thoroughly. Monitor cleaning contracts and ensure cleaners are appropriately trained with access to PPC.
- **Cleaning of blood and body fluid spillages:** Clean up spillages of blood, faeces, and vomit immediately. Wear gloves and a plastic apron. Always follow the manufacturer's instructions when using chemical disinfectants and ensure the disinfectant you use is effective against bacteria and viruses and is suitable for use on affected surfaces. Never use mops for cleaning up blood and body fluid spillages – use disposable paper towels and discard into a closed waste bin. Ensure a spillage kit is available for blood spills.
- **Laundry** is done in the Sluice Room which is a separate dedicated facility. Wash soiled linen separately at the hottest wash the fabric will tolerate. Wear disposable gloves and a plastic apron when handling soiled linen. Place childrens soiled clothing in a plastic bag before sending it home; do not rinse soiled clothing by hand.

- **Waste:** Recycle waste in accordance with local authority policy. Store used nappies/pads in leak proof, easy to clean airtight containers. Discard gloves, aprons and soiled dressings in black bags in foot-operated pedal bins. Waste bins should be no more than two-thirds full and stored in a dedicated, secure area while awaiting collection.

SHARPS INJURIES AND BITES

- If skin is broken, encourage the wound to bleed/wash thoroughly using soap and water. Contact GP or occupational health or go to
- A&E immediately. Ensure local policy is in place for staff to follow. Contact your local DPH for advice, if unsure.

ANIMALS

- Animals may carry infections, so wash hands after handling animals.
- **Animals in school** (permanent or visiting). Ensure animals' living quarters are kept clean and away from food areas. Waste should be disposed of regularly, and litter boxes not accessible to children. Children should not play with animals unsupervised. Veterinary advice should be sought on animal welfare and animal health issues and the suitability of the animal as a pet. Reptiles are not suitable pets in schools and nurseries, as all species carry salmonella.
- **Visits to farms:** We contact our local environmental health department who will provide us with help and advice when you are planning to visit a farm or similar establishment. For more information see Chapter 8 of the main document.

VULNERABLE CHILDREN

- Some medical conditions make children vulnerable to infections that would rarely be serious in most children, these include those being treated for leukaemia or other cancers, on high doses of steroids and with conditions that seriously reduce immunity. Schools and nurseries and child minders will normally have been made aware of such children. These children are particularly vulnerable to chickenpox or measles, and if exposed to either of these, the parent/carer should be informed promptly and further medical advice sought. It may be

advisable for these children to have additional immunizations, for example pneumococcal and influenza.

- HSE Management of Infectious Disease in Childcare Facilities and Other Childcare Settings

FEMALE STAFF* - PREGNANCY

- If a pregnant woman develops a rash or is in direct contact with someone with a potentially infectious rash, this should be investigated by a doctor. The greatest risk to pregnant women from such infections comes from their own child/children, rather than the workplace.
- Chickenpox can affect the pregnancy if a woman has not already had the infection. Report exposure to midwife and GP at any stage of exposure. The GP and antenatal carer will arrange a blood test to check for immunity. Shingles is caused by the same virus as chickenpox, so anyone who has not had chickenpox is potentially vulnerable to the infection if they have close contact with a case of shingles.
- Rubella (german measles). If a pregnant woman comes into contact with rubella she should inform her GP and antenatal carer immediately to ensure investigation. The infection may affect the developing baby if the woman is not immune and is exposed in early pregnancy.
- Slapped cheek disease (parvovirus B19) can occasionally affect an unborn child. If exposed early in pregnancy (before 20 weeks), inform whoever is giving antenatal care as this must be investigated promptly.
- Measles during pregnancy can result in early delivery or even loss of the baby. If a pregnant woman is exposed she should immediately inform whoever is giving antenatal care to ensure investigation.
- All female staff under the age of 25 working with young children should have evidence of two doses of MMR vaccine.
- *The above advice also applies to pregnant students

IMMUNISATIONS

Immunisation status should always be checked on enrolling in crèche and at the time of any vaccination. Parents should be encouraged to have their child immunised and any immunisation missed or further catch-up doses organized through the child's GP. The most up-to-date immunisation advice is available on www.immunisation.ie.

Schedule of immunization for children born on or after 1st July 2008

<u>At birth</u>	<u>BCG</u>	<u>One injection</u>
2 months old	Diphtheria, tetanus, pertussis, polio ,Hib and Hepatitis B (DTaP/IPV/Hib/Hep B) Pneumococcal (PCV)	One injection One injection
4 months old	Diphtheria, tetanus, pertussis, polio ,Hib and Hepatitis B (DTaP/IPV/Hib/Hep B) Meningococcal C (Men C)	One injection One injection
6 months old	Diphtheria, tetanus, pertussis, polio ,Hib and Hepatitis B (DTaP/IPV/Hib/Hep B) Pneumococcal (PCV) Meningococcal C (Men C)	One injection One injection One injection
12 months	Measles Mumps and Rubella (MMR) Pneumococcal (PCV)	One injection One injection
13 months	Hib Meningococcal C	One injection One injection
4 – 5 years	Diphtheria, tetanus, pertussis, polio (DTaP/IPV) Measles Mumps and Rubella (MMR)	One injection One injection

STAFF IMMUNISATIONS

All staff should undergo a full occupational health check prior to employment; this includes ensuring they are up to date with immunizations. All staff aged 16-25 should be advised to check they have had two doses of MMR.

Infectious Disease Exclusion Recommendations for the Childcare Setting & Explanations

Prevent the spread of infections by ensuring: routine immunization, high standards of personal hygiene and practice, particularly hand washing, and maintaining a clean environment.

Common Rashes and Skin Infections	Explanation	Recommended period to be kept away from crèche	Comments
Chickenpox		Until scabs are dry, usually 5-7 days from onset of rash	<i>SEE: Vulnerable Children and Female Staff - Pregnancy</i>
German measles (rubella)		Seven days from onset of rash	
Hand, foot and mouth		None, once child is well	
Impetigo		Until lesions are crusted and healed, or 24 hours after commencing antibiotic treatment	
Measles		Four days from onset of rash	
Ringworm		Exclusion not usually required	
Scabies		Children can return after first treatment	
Scarlet fever		Child can return 24 hours after commencing antibiotic treatment	
Slapped cheek/fifth disease. Parvovirus B19		None	
Shingles		Exclude only if rash	

		is weeping and cannot be covered	
Diarrhoea and Vomiting Illness			
Diarrhoea and/or vomiting		48 hours from the last episode of diarrhoea or vomiting	
<i>E. coli</i> O157 VTEC		Further exclusion required - cases excluded until 2 negative stool specimens taken at least 48h apart	
Typhoid [and paratyphoid] (enteric fever)		Further exclusion may be required for some children until they are no longer excreting	
<i>Shigella</i> (dysentery)		Further exclusion may be required for certain types of <i>Shigella</i> infections	
Cryptosporidiosis		Exclude for 48 hours from last episode of diarrhoea	
Respiratory infections			
Flu (influenza)		Until recovered	
Tuberculosis		Always consult your local DPH	
Whooping cough (pertussis)		Five days from commencing antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment	
Other infections			
Conjunctivitis		None	
Glandular fever		None	
Head lice		None	

Hepatitis A		Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)	
Hepatitis B, C, HIV/AIDS		None	
Meningococcal meningitis/septicaemia		Until recovered	
Meningitis due to other bacteria		Until recovered	
Meningitis viral		None	
MRSA		None	
Mumps		Exclude child for five days after onset of swelling	
Threadworms		None	
Tonsillitis/Pharyngitis		None in most cases If caused by streptococcal (bacterial) infection child can return 24 hours after commencing antibiotic treatment	

Restrictions to attending the Crèche:

- Where a child requires antibiotics, they must be on the antibiotics for 24 hours before returning to the crèche.
- Where a child has had vomiting or diarrhoea they must be clear for twenty four hours before returning to the crèche.
- A child with a consistent high temperature will not be permitted to attend the crèche until their temperature is back to normal.
- Where a child has chicken pox, measles or mumps they are not permitted to return until the measles and mumps have cleared or the last spot of chicken pox has developed a 'crust like' appearance.

13. Medication Administration:

General:

- All parents will be required to sign a consent form in relation to administering medication and first aid.
- All medication will be stored in a locked press.
- Medication will be administered in the presence of two designated staff members and all details will be logged on the medical administration form.
- Any unused medication or beyond its 'best before' date will be disposed of in the local pharmacy
- Where a child is on long term medication , staff will seek information updates from the parents in relation to the administration of the medication.

First Aid:

- Ready, Steady, Grow!! will endeavour to have a minimum of two people who have first aid training on duty at one time.
- Ready, Steady, Grow!! will endeavour to have a minimum of four members of staff trained in first aid at any one time.
- On admission parental consent will be sought for first aid to be administered where necessary and that teething gels and temperature control medication can be administered.

Over the Counter Medication:

- Where a parent has requested over the counter medication to be administered the request is to be recorded in the daily record book. On administration staff will record the details in the medical record sheet.
- Where a member of staff is administering an over the counter medication and previous consent has not be verified, parents will be contacted and their verbal permission will sought. All details will be recorded in the daily log and the medication record.

Prescribed Medication:

- Parents must inform a member of staff when their child is on prescription medication otherwise the child's health and safety is compromised.

- Where a child requires antibiotics, they must be on the antibiotics for 48 hours before returning to the crèche.
- All medication will be kept in a locked press.
- All medication will be recorded in the medical record.

14. Accident Policy:

- An accident log book is in place –all accidents resulting in any level of injury is to be recorded in the log book.
- Where a child has a minor accident and there are no marks, bruises or injuries and the child displays no evidence of injury, parents will be informed at the time of injury and details will be logged in the daily record.
- Where a child has a minor accident and there is minor bruising or marks, parents will be informed by telephone and all details will be recorded in the accident log.
- Where a child has had an accident that requires medical attention, medical help will be sought and parents will be contacted immediately.
- Subsequent to an accident occurring a health and safety review will take place immediately to assess the risks.

In the case of an emergency:

- On admission parental consent will be sought to allow for emergency medical attention from the crèche's doctor or permission to bring the child to hospital.
- In the event of an emergency parents will be contacted, if they are unreachable the emergency contacts will be sought, where they are non - contactable the consent form will be used.
- A separate accident/incident report will be prepared detailing all actions involved.

15. Staff & Space Ratios:

Staff Ratios will be in line with the Child Care (Pre- School Services) Regulations 2006; the space allocated will also be in line with the regulations:

Staff Ratios**Full Day Care Service**

Age Range	Adult/ Child Ratio
0-1 year	1:3
1-2 years	1:5
2-3 years	1:6
3-6 years	1:8

Part time Day Care Service

Age Range	Adult/ Child Ratio
0-1 year	1:3
1-2 year	1:5
2-3 year	1:6
3-6 year	1:8

Sessional Pre- School Service

Age Range	Adult/ Child Ratio
0-1 year	1:3
1-2.5 year	1:5
2.5 years – 6 years	1:10

Space Ratio**Full Time Day Care Service**

Age Range	Floor Area Per Child
0-1 year	3.5 sq metres
1-2 year	2.8 sq metres
2-3 year	2.35 sq metres
3-6 year	2.3 sq metres

Part Time Day Care Service

Age Range	Floor Area Per Child
0-1 year	3.5 sq metres
1-2 year	2.8 sq metres
2-3 year	2.35 sq metres
3-6 year	2.3 sq metres

Sessional Pre- School Service

Age Range	Floor Area Per Child
0-6 years	2 sq metres

16. Recording and Sharing of Information:

- Information gathered on a child and their family as part of their admission and registration process will be shared only with members of the staff team at Ready, Steady, Grow!!.
- Should information be required to be shared beyond the environment of the Ready, Steady, Grow!!, parents/guardians will be consulted (unless sharing this information would be a child protection risk – See Child Protection Policy)
- Where a parent has requested that information be shared with another service/professional – the request will be sought in writing outlining the type of information sought.
- As previously highlighted each child will have a daily record. This record will note what the food and drink the child consumed during the day. The amount and type of nappy changes will be recorded as will aspects of their social, emotional, language, intellectual and physical development. The record book will be given to the parents/guardians on a daily basis to review and sign.
- Each child will have an individual file with Parent's information, medical information and consent forms for the child.
- Where a child receives medication on the premises (see medication policy) will be recorded on the medical file.
- The manager and the staff working directly with the child will have access to the file. Parents/ Guardians will be also have access to the file and be made aware of all information on the file and can review the file on request.
- Files will be accessed by the Pre-School Inspection team and parents will be made aware of the inspection process on admission.

Photography & Video:

- Any photographs taken or video footage taken will be for crèche use only and will not be used for any other purpose.
- Photographs or video will taken to mark an occasion in the child's life, an activity or new achievement and parents will be able to view all photographs and video footage.
- Any photographs or video footage will be taken on crèche equipment only. Use of personnel cameras or camera phones is strictly prohibited.

17. Compliments and Complaints:

Partnership with parents/guardians is an essential feature of practice in Ready, Steady, Grow!! creating an effective relationship between the parents and our service requires being open to feedback and having a clear process for parents to communicate with our service.

Compliments:

- A compliment's book will be available in the office for parents to register their feedback.
- Where positive feedback is not given directly to the staff member – the manager will ensure the individual is made aware of the feedback.

Complaints:

Procedure for Complaints and Concerns:

Ready, Steady, Grow!! recognises the importance of creating an environment where all staff and parents feel safe to voice a complaint or concern.

- A complaint is defined as a written or oral expression of dissatisfaction or disquiet for, or on behalf of, an individual child or adult. The following process is designed to deal with a complaint or concern
- All staff and parents must be informed of the procedure to make a complaint or voice a concern. It is accepted that everyone has the right to make a complaint to any appropriate person with whom they feel comfortable. Though a complaint may first be reported to a member of the child care team the responsibility of implementing the complaints process lies with the Manager.

The following structure will guide the practise in responding to a complaint and in initiating and implementing investigative procedures. The management of Toddler's Hill will endeavour to resolve the issue as soon as is possible and practical.

How to receive a complaint

1. Each Complaint or concern, formal or informal, raised will be listened to and recorded and forwarded to the Manager. Where an informal complaint can be resolved, it should be, as soon as possible and still be recorded in the complaint log.

2. On receiving a complaint, assure parents that you will listen and record what they say and pass the information on to the appropriate person who will deal with the complaint.
3. The Complaint form and any relating documentation must to forwarded to the manager as soon as possible

Guidelines for the management of complaints and/or concerns

1. A complaint having been made, the Manager will ensure they have received full details from the person making the complaint and begin the complaints process. Having lodged a complaint and entered stage one, parents should expect that the complaint will be dealt with within the week.
2. If the complaint related to a staff member, the Manager will convene a meeting as soon as possible with the worker concerned, informing them of the complaint and giving an opportunity to respond and advising them of their right to representation
3. Where other individuals have been present or involved around the named complaint, the Manager will meet with them as soon as possible
4. In consultation with the parents, the manager will convene a meeting to decide on the appropriate response to the situation. The Manager will ensure the outcome is clearly recorded on the appropriate files and the person or persons who made the complaint have been provided with feedback on the process.

(See also Child Protection Policy)

18. Equality of Care:

Ready, Steady, Grow!! will endeavour to promote the individuality of each child and their family promoting opportunities for learning and development taking into account the child's age, developmental stage, cultural identity, gender, language and any individual needs.

- Each child will be recognised as an individual and that their development and learning will occur at a time and pace that the child will set.
- Each child will be encouraged to express their feelings and an important feature of their emotional and social development will be supporting them in understanding the feelings of others. Creating opportunities for the child to engage in activities with their peers –learning new skills together is an essential feature of ensuring equality.
- All staff members of Ready, Steady, Grow!! will ensure that an anti-bias approach is evident in the daily practice of the service, promoting equality and creating an understanding for children that everyone is individual and valued for their uniqueness.
- Ready, Steady, Grow!! will ensure there is a cross cultural experience for all children and that this can be evidenced in both equipment and the education curriculum.
- Each child will be encouraged to share aspects of their own cultural identity and experience and learn about other cultures.