

Peterborough Pre-Schools Policies

All our pre-schools all follow the same set of policies. A full copy of these is available for parents/carers to see. Below are some key points from the policies, but please refer to the full versions for more detail:

Safeguarding

It is our duty under law to safeguard the children in our care against suspected or actual harm. All of our staff and volunteers are recruited safely and have received a clear enhanced police check. Any students in the settings are closely supervised and not allowed to work alone with the children. The settings have procedures in place for recording any concerns around a child and will act on these concerns according to our policy. We have separate policies for dealing with any allegations against a staff member and for dealing with complaints. All staff complete child protection training and renew this regularly.

Health and Safety

The settings complete daily safety checks to ensure that the environment is ready for use. Large risk assessments are completed for the indoor and outdoor areas. Extra risk assessments are completed for new activities or outings.

Illness

The spread of infection is controlled by encouraging good hygiene practices amongst all staff and children. Staff receive basic food hygiene training. All staff complete a first aid course, and renew this every three years. Staff and children who have suffered with sickness and/or diarrhoea will not be allowed back into the setting until they have been clear of symptoms for 48 hours. Parents will be informed if any infectious disease is discovered in the setting.

Complaints

We hope that any concerns or issues can be dealt with by the setting supervisor in an informal discussion. If the supervisor is involved in your complaint you may wish to contact our Early Years Manager on 07789691622. However, if you feel that your complaint needs to be dealt with more formally then please contact;

The Complaints Manager,
Family Action,
501 -505, Kingsland Road,
London, E8 4AU Tel: 020 7254 6251

If your complaint relates specifically to concerns around your child's care at one of our settings, then you may wish to inform OFSTED:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD