

## 4.0 Documentation

### Contents of this policy

<b>4.1 Children's Records</b>	<b>Page 1</b>
<b>4.2 Protecting Data and Complying with GDPR</b>	<b>Page 2</b>
<b>4.3 Provider Records</b>	<b>Page 7</b>
<b>4.4 Notifications to Ofsted</b>	<b>Page 8</b>
<b>4.5 Confidentiality and Access to Records</b>	<b>Page 9</b>
<b>4.6 Information Sharing</b>	<b>Page 10</b>
<b>4.7 Making a Complaint</b>	<b>Page 11</b>

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### 4.1 Children's Records

#### 1. Statement of intent

Jack and Jill Pre-school keep records to ensure the safe and efficient management of the Pre-school and to help ensure the needs of all children are met. Information and records about children are treated as confidential. We are aware of our responsibilities under the Human Rights Act, the Data Protection Act, GDPR and where relevant the Freedom of Information Act.

#### 2. Procedures

##### *Personal records*

- We record the following information for each child: full name; date of birth; name and address of every parent and/or carer who is known to the Pre-school (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; and emergency contact details for parents and/or carers.
- Confidential records (including registration and admission forms, consent forms, correspondence, reports or minutes from meetings, developmental concerns and child protection matters) are stored in a locked cabinet in the office or archived in a secure place.
- Confidential records held on electronic systems are password protected and portable devices are stored in a secure safe in the office or resource cupboard.

- Company Directors / Duty Managers have access to a company mobile smart phone. When not in use, smart phones are locked by face ID or a passcode. Access to personal data and information via the Family app is also accessible only via passcode/password specific to that Director / Duty Manager.
- Parents and/or carers have access to records relating to their own child but do not have access to information about any other child.
- Induction of staff, volunteers and students includes an awareness of our confidentiality policy and the requirement to comply with it.
- Staff do not discuss personal information given by parents and/or carers with other members of staff, except where it effects planning for the child's needs.
- We retain children's individual records for three years after they have left the Pre-school.
- Records relating to accidents/incidents (including reportable death, injury, disease or dangerous occurrence) to children and child protection concerns are retained until the individual reaches the age of 25 years.

#### 4. Further guidance

[www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice](http://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice)

## 4.2 Protecting Data and Complying with GDPR

### 1. Statement of intent

Jack and Jill Pre-school collects personal data from children, parents and staff. The data we collect ensures that: we meet the needs of all children, we meet our statutory requirements as both an early years educational setting and an employer and that the Pre-school is run safely and efficiently. Information and records about children, parents and staff are treated as confidential. Information is only passed to outside agencies if the law requires it or if consent has been granted. We are aware of our responsibilities under the Human Rights Act, the General Data Protection Regulation and where relevant, the Freedom of Information Act. This policy is summarised in our Privacy Notice which is displayed on the Pre-school website and in the Pre-school reception area.

### 2. Procedures for children and parents

*Prior to a child joining the Pre-school*

- Prior to a viewing, the parents name, contact details and the child's gender, month and year of birth are requested to tailor the viewing to the family.
- Information is saved on the Family software app which is password protected.
- During a viewing, parents/carers are requested to complete a Registration of Interest form which explicitly requests consent for the Pre-school to hold basic information about them and their child/children.
- The Registration of Interest form includes parents' names and contact details, the child's name and their date of birth and the preferred start date.
- This information is kept until the child either leaves the Pre-school or does not enrol (in which case the information is securely shredded).

*On joining the Pre-school*

- Parents/carers are explicitly requested to consent to Jack and Jill Pre-school collecting and holding personal data about themselves and their children via our Registration Forms however data is also held on the legal basis of **Legitimate Interest**.

- Jack and Jill Pre-school record the following personal data for **each child to ensure we meet our requirements in terms of safeguarding and child protection as well as facilitating the very best care and provision for each individual child**: full name; date of birth; gender; nationality; country of birth; name and address of every parent and/or carer (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; emergency contact details for parents and/or carers; name address and contact telephone number of two additional emergency contacts known by the child/family; name and contact details of a child minder or another early years setting the child attends; a collection password, the child's ethnicity (not mandatory); the first language the child speaks at home, the child's religion, the name and contact information of the child's GP; the child's immunisation status regarding Diphtheria, Tetanus, Polio and Hib, Pneumococcal, Meningitis C, MMR and 3 yr Pre-school booster, whether the child has had chicken pox, rubella, whooping cough, measles, mumps, convulsions/fits or scarlet fever; whether the child has any ongoing medical conditions or allergies and any regular or emergency medication the child requires; whether the child has any special dietary needs; whether the child uses glasses, hearing aid or other physical aids; whether the child has any known SEND; whether the child has been referred to a speech or occupational therapist; whether the child has an IEP or EHCP already in place; the name and contact details of the family's health visitor; whether the child or family has a social worker and if so their name and contact details; whether the child has any birthmarks, birth trauma marks or Mongolian blue spots or any skin conditions and if so parents are asked to note these areas of a body map; we hold photographs of the children on display in the Pre-school to identify their individual equipment and resources.
- Jack and Jill Pre-school also record and hold information relating to all accidents a child is involved in both at Pre-school as well as offsite noting the whereabouts of the accident, how it occurred, what the injury was and how it was treated. Records are stored on the child's personal profile within the Family app and are regularly monitored, and any patterns observed and acted on if deemed necessary and appropriate.
- Jack and Jill Pre-school record and hold information relating to incidents a child is involved in. An 'incident' may cover occurrences of challenging or dangerous behaviour by a child. Records are stored in the child's personal folder on Family and are monitored regularly. On occasions, should the practitioner or manager deem it appropriate, a parent may be spoken to either in person or on the telephone regarding an incident. This conversation will then be followed by an incident form being raised on Family as usual.
- For children accessing the Free Early Education (FEE) we also hold a copy of their passport/birth certificate as proof of age and as directed by Bristol City Council (BCC) along with records as to how much FEE funding they have been granted/ Jack and Jill Pre-school have received. This data is stored in a locked filing cabinet in the Pre-school office.
- For parents of children accessing the FEE we request and hold their date of birth, national insurance number and unique funding code issued by HMRC (of parents accessing the 30 hours of funding). This data is stored in a locked filing cabinet in the Pre-school office.
- On occasions the Pre-school may collect personal data on a child if we suspect the child may require additional support due to a Special Educational Need or Disability (SEND). This information is held in the child's personal folder.

*On joining Jack and Jill Pre-school parents are explicitly asked on the Pre-school registration form to consent to the Pre-school staff collecting personal data on their child to monitor their experiences and progress during their time at the setting.*

#### Children's wow books

- Children's wow books containing observational notes, developmental reports, displays, photographs and examples of their work are kept in individual trays in the playrooms. Wow books

are readily available to parents/carers and remains their property once their child leaves the Pre-school.

- Children's wow books are freely accessible to Pre-school staff, the child and the child's parents and/or carers.
- Children's wow books are not made available to other parents and/or carers unless consent has been granted.
- WOW books are kept in children's trays in the play rooms. Room staff ensure parents/carers only access their own learning diaries at pick up and drop off.
- Overnight the building is locked and protected by intruder alarms. Data held in the WOW books is not judged to be sensitive and therefore does not require further security.

## Two Year Old Progress Checks and Bristol City Council School Transitions Documents

These documents are:

- At various times in a child's time at Pre-school staff will complete external documentation making judgement on children's progress and development.
- Completed by the child's key carer, wherever possible, and are shared only with the room lead and company directors as and when required.
- Generally handwritten by the key carer and during their completion are stored in a secured cabinet in the Pre-school office or locked cupboard in the play rooms. If they are typed, they are saved in a password protected file on the Pre-school network.
- Shared with parents/carers who are issued with a copy. A copy is sent to the child's health visitor (2yr old progress check only).
- School transfer documents are passed onto the child's primary school in the summer before they start.
- Documents are either posted via Royal Mail or where possible, passed directly to the school/teacher.
- Safeguarding files are transferred securely either by recorded mail or in person to the school.

### 3. Procedures for staff

#### **We hold personal data on prospective and employed staff under the legal basis of legitimate interest**

*Prior to an individual joining the staff*

- For all job vacancies prospective staff must complete a Jack and Jill Pre-school application form.
- The Jack and Jill Pre-school application form requests the following personal information: name; gender; contact information; employment history and reason for leaving post; educational history and qualifications achieved; whether the applicant has a recognised disability; number of sick days taken in the last 12 months; whether they hold a driving license; whether they require a work permit to work in UK; whether they have been convicted cautioned or reprimanded for any criminal offences; whether they have been DBS checked and if so the DBS number; whether they have been or by association been disqualified by working with children; the name and contact details of two referees;
- For equal opportunity purposes it also asks for the following information: age range of applicant; ethnic origin; religion /belief; sexual orientation.

*During the recruitment process*

- Following shortlisting, using the job specification as a guide, suitable applicants are invited to interview.
- References are requested from two referees provided by the candidate.
- Pre-written questions are asked of the candidate and answers are recorded by one of the interview panel.

- The applicant may also be asked to participate in a relevant task to assess their skills in action. These may be either observed by an existing member of staff or the task reviewed upon completion.
- All information and personal data regarding the candidate's performance during the interview process including notes on their responses to questions and their performance in any tasks is kept completely confidential and only viewed by the interview panel.
- For unsuccessful candidates, including candidates that have not been shortlisted for interview, information is retained for 12 months and then destroyed or deleted.
- For successful candidates' information is retained in their personal folder.

#### *On accepting employment at Jack and Jill Pre-school*

- Staff are requested to supply the following information: name, contact details, next of kin information, DBS certificate number (if relevant), whether they have personally been disqualified from working with children, that they are fit to work, health issues that may affect work, GPs name and contact details, details of any treatment they are currently undergoing, details of any prescribed medication they are currently taking, whether they carry a medical warning card or similar, whether they are pregnant, whether they suffer from any of the following: allergies, hay fever or eczema, bronchitis or asthma, blackouts, epilepsy, diabetes, arthritis or any infectious disease, how many units of alcohol they consume per week, whether they use recreational drugs, whether they smoke or use tobacco products, any other medical conditions that could affect their work
- Staff must provide their bank details including sort code and account number, national insurance number, whether they are employed elsewhere, details of outstanding student's loans
- Staff are asked to identify their sex and ethnic group for equal opportunity reasons
- Staff are requested to provide evidence of their identification and copies of either a passport, driving license or other relevant photo identification are held in the staff members personal files
- Staff are also asked to provide original certificates for all qualifications they have relied upon during the application process from which copies are made.

#### *During employment at Jack and Jill Pre-school*

- All staff have their performance monitored by initially a probationary supervision meeting, and then by regular supervision and appraisal meetings.
- Notes of all supervisions and appraisals meetings are taken and shared with the individual staff member and then once agreed signed and filed in their personal folder.
- Staff also participate in group supervision meetings within their area of employment – written notes are filed in the group supervision folder.
- The Pre-school keep the following records relating to employees: attendance, records of training, holidays taken, sick days taken, disciplinary meetings outside of normal supervision and appraisal meetings, pension contributions, records of pay, records of tax paid and staff tax code, records of National Insurance(NI) paid, record of students loans paid, statutory payments made (sick pay and maternity pay).

## **4. Keeping personal data safe**

### *Where is personal data stored?*

- Hard copies of confidential records and all personal data for children, parents/carers and staff are stored in a locked cabinet or archived in the loft of the Pre-school which is accessed only by authorised staff.
- Electronic copies of confidential records and personal data are held on password protected files on the Pre-school server.
- Information is also held on Family software which is password protected and compliant with GDPR and online security.

- All information is backed up regularly and back-up drives are stored in the locked safe. An additional back up drive is stored in a locked cabinet in the home of the Managing Director. Backup drives are swapped regularly.
- Staff have access to laptops and iPads to retrieve electronic data.
- Personal data is not stored on the laptops or iPad hard drives except for photographs taken on iPads. iPads are passcode protected, never leave the setting (unless being repaired) and are locked in a secured cupboard overnight. Once printed, photographs are deleted from iPads.
- Electronic data is not accessible without remote access passwords, should a laptop, or any other personal device, be removed from the Pre-school and become lost or stolen.
- Ipads are never removed from the Pre-school site unless they require repairs. If removed – all data saved on the hard drive is deleted
- Induction of staff, volunteers and students includes an awareness of our confidentiality policy and the requirement to comply.
- Staff do not discuss personal information given by parents and/or carers with other members of staff, except where it effects planning for the child's needs.

*How long do we retain personal data?*

- We retain enrolled children's individual records for up to **three** years after they have left the Pre-school.
- Records relating to accidents/incidents (including reportable death, injury, disease or dangerous occurrence) to children are held until the child reaches the age of 21.
- Child protection concerns are retained until the individual reaches the age of 24.
- Employee records are kept for 6 years after employment ceases at Jack and Jill Pre-school.
- Information relating to unsuccessful employee applications is retained for up to 12 months after the interview date.

*Who do we share children's and parents' personal data with?*

- Jack and Jill Pre-school will never pass personal data on to any third party without prior consent from the parents/carers of a child unless there is an immediate and urgent health, child protection or safeguarding concern, in other words, the child is in immediate danger or if we have a legal basis to do so.
- If, to support a child or family, a member of staff seeks advice or support from a third party, the identity of the child and family must remain confidential until parental/carer consent is received.
- Personal data is occasionally passed to pre-approved outside agencies to support a child with SEND. Parental consent is sought before any referral is made.
- In the case of an outbreak of an infectious disease or bout of illness the Pre-school are obliged to pass on information, including personal data on children affected to The Health Protection Agency (HPA) and/or Public Health England – parental consent will be sought before personal data is passed on.
- If a child or parent experience a significant injury or death whilst on the Pre-school site, personal data will be passed to RIDDOR and HSE with prior consent of next of kin.
- Parental details are shared with the local authority to ensure families can receive appropriate funding.
- Personal data is stored on but not shared with Family software.

*Who do we share staff personal data with?*

- Jack and Jill Pre-school do not share personal data of any staff member unless consent has been given by the individual or if there is a legal basis to do so.
- Information is shared with HMRC to ensure appropriate tax and NI is paid.

- Information is shared with the pension provider if a staff member is eligible or has opted into our pension scheme.
- Staff information may be shared with outside agencies if a referral(s) has been made by Jack and Jill Pre-school regarding a staff member's suitability to work with children and the information is required by the investigating outside agency – this may be done without consent by the staff member assuming there is a legal basis.
- In the case of an outbreak of an infectious disease or bout of illness the Pre-school are obliged to pass on information, including personal data of staff that have been affected to The Health Protection Agency (HPA) and/or Public Health England – consent will be sought before personal data is passed on.
- If a staff member experiences a significant injury or death whilst on the Pre-school site, personal data will be passed to RIDDOR and HSE usually with prior consent of next of kin.

## 5. Requesting access to your personal data

Under data protection legislation, staff and parents have the right to request access to information about them and their child that Jack and Jill Pre-school hold. Any request for personal data should be made via the Pre-school administrator by contacting the Pre-school office.

Staff and parents of children in the setting also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed
- Claim compensation for damages caused by a breach of the Data Protection regulations
- We encourage any concerns over how data is collected, stored or shared by the Pre-school to be raised directly with the Pre-school directors however also guide those affected to the Information Commissioners Office (ICO) at <https://ico.org.uk/concerns/>.

## 6. Further guidance

- Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)

## 4.3 Provider records

### 1. Statement of intent

Jack and Jill Pre-school keep records to ensure the safe and efficient management of the Pre-school and to help ensure the needs of all children are met. Information and records about staff and children are treated as confidential. We are aware of our responsibilities under the Human Rights Act, the Data Protection Act and where relevant the Freedom of Information Act.

### 2. Procedures

#### *General*

- Confidential information and records are the responsibility of the Board of Directors who ensure they are kept securely.
- We share information with the child's parents and/or carers and those who have a right or professional need to see them (other professionals working with the child, the police, children's services and Ofsted), as appropriate.
- Confidential records held on electronic systems are password protected and portable devices are stored in a secure safe in the office.
- All records are kept up to date.

- We maintain a record of the name, home address and telephone number of the members of the Board of Directors, any other person employed on the premises and anyone else who has unsupervised contact with the children attending the Pre-school.
- We maintain a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key carer.
- We maintain a daily record of the attendance of staff, volunteers and students and visitors.
- Health and safety records are maintained, including risk assessments, details of checks or inspections and guidance.
- Our Public Liability insurance certificate is displayed in the reception area.
- Our Ofsted Certificate of Registration is displayed in the reception area and shown to parents and/or carers on request.

#### *Retention of records*

- All records are kept in a locked cabinet in the office or archived in a secure place.
- Personnel files including training, disciplinary and working time records are retained for six years after employment ceases.
- Application forms and interview notes for unsuccessful candidates are retained for one year.
- Disclosure and Barring Services (DBS) disclosures are retained for no more than six months. Thereafter only basic information is retained in line with the DBS Code of Practice:
  - name of the individual
  - type of disclosure
  - disclosure unique reference number
  - date of issue
  - position for which disclosure was issued
  - details of recruitment decision.
- Records relating to a child protection allegation against a member of staff are retained until the person reaches normal retirement or ten years from the date of the allegation if that is longer.
- Records relating to accidents (including reportable death, injury, disease or dangerous occurrence) to members of staff or other adults on the premises are retained for three years after the date the record was made.
- Records of complaints are retained for five years from the date of the last entry.
- Insurance certificates are retained for 40 years from the date the insurance commences or is renewed.
- Minutes of Board of Directors meetings are retained for five years.

#### **4. Further guidance**

- Retention of HR Records - Chartered Institute of Personnel Development

## **4.4 Notifications to Ofsted**

### **1. Statement of intent**

Jack and Jill Pre-school maintain records and share information within the framework of the Data Protection Act and the Human Rights Act. We comply with legal requirements to notify Ofsted of certain changes and significant events occurring within the Pre-school.

### **2. Procedures**

- We notify Ofsted of the appointment of a new Manager, where reasonably practicable, this is done in advance.

- We notify Ofsted, as soon as is reasonably practicable, but always within 14 days, of the following:
  - any change in the name, address or other contact information of the Directors of the Pre-school;
  - any new Directors of the Pre-school; giving their name, any former names or aliases, date of birth, and home address;
  - any change in the address of the Pre-school or to the premises which may affect the space available to children and the quality of childcare available to them;
  - any proposal to change the hours during which childcare is provided;
  - any significant event which is likely to affect the suitability of the Directors, the Managing Director or any person who cares for, or is in regular contact with children on the premises, to look after children;
  - any change in the name or registered number of Jack and Jill Pre-school Limited;
  - any change to the 'nominated individual' (the Managing Director);
  - any change to a director, secretary or The Chairman of Jack and Jill Pre-school Limited;
  - any allegations of serious harm or abuse by any person working or looking after children at the Pre-school (whether the allegations relate to harm or abuse committed on the premises or elsewhere). We also notify Ofsted of the action taken in respect of the allegations;
  - any food poisoning affecting two or more children looked after on the premises;
  - the death of a child on the premises, or later, as the result of something that happened while the child was on the premises;
  - the death or serious accident or serious injury to any other person on the premises;
  - any serious injury to a child in our care;
  - when a child needs to attend an Accident and Emergency Department of a hospital (and requires hospitalisation for more than 24 hours), either directly from the Pre-school or later, as the result of something that happened while the child was on the premises;
  - any other significant event that is likely to affect the suitability to care for children.
- We notify Ofsted of the disqualification of a Director or person employed at the Pre-school (a Director or employee may be disqualified if they live in the same household as another person who is disqualified lives or works). We do this as soon as reasonably practicable, but at the latest within 14 days of the date we became aware of the information. We also give Ofsted the following information when relevant:
  - details of any order, determination, conviction, or other ground for disqualification from registration under regulations made under section 75 of the Childcare Act 2006;
  - the date of the order, determination or conviction, or the date when the other ground for disqualification arose;
  - the body or court which made the order, determination or conviction, and the sentence (if any) imposed; and
  - a certified copy of the relevant order (in relation to an order or conviction).

#### **4. Further guidance**

- Serious accidents, injuries and deaths that registered providers must notify to Ofsted and local child protection agencies (Ofsted)

## **4.5 Confidentiality and Access to Records**

## 1. Statement of intent

Jack and Jill Pre-school respect the privacy of children and their parents and/or carers and maintain a high level of confidentiality. Records are kept in accordance with the General Data Protection Regulations and Human Rights Act.

## 2. Procedures

- Parents and/or carers can share their information in the confidence that it will only be used to ensure the needs of their children are met.
- Parents and/or carers have ready access to the WOW books of their own child and cannot access WOW books relating to other children.
- All children's records are kept securely and are only accessible to members of staff.
- Information shared between parents and/or carers and staff is regarded as confidential and will not be discussed with other members of staff, except where it may affect the child's needs.
- Staff do not use confidential or personal information about a child or her/his family for their own, or others advantage, casually in conversation or shared with any person other than on a need-to-know basis.
- Confidential or personal information is never used to intimidate, humiliate, or embarrass a child.
- Staff induction includes an awareness of the importance of confidentiality in the role of the key carer.
- Staff using the Pre-school email and internet facilities for authorised reasons must ensure confidentiality is maintained.
- Students and volunteers are required to comply with our confidentiality policy and sign a disclaimer.
- Parents and/or carers are informed when confidential information is recorded when we have concerns relating to their child's welfare.
- Should parents and/or carers request access to any confidential records held on their child and family we follow Department for Children, Schools and Families guidelines - Information Sharing: Guidance for Practitioners and Managers.
- A Director is registered with the Information Commission Office (ICO) as Jack and Jill Pre-school's Data Protection Officer.
- The ICO Certificate of Registration is displayed in the reception area.

## 4. Further guidance

- The Guide to Data Protection – How much do I need to know (IOC)
- Keeping children safe in education (DfE 2023)

[www.gov.uk/government/publications/keeping-children-safe-in-education--2](https://www.gov.uk/government/publications/keeping-children-safe-in-education--2)

## 4.6 Information sharing

### 1. Statement of intent

Jack and Jill Pre-school recognise that parents have a right to know that information they share will be regarded as confidential. Information that is shared is usually done so with the parents written consent, unless we are obliged to do so if the child's welfare is at risk (see our Child Protection Policy), or to prevent a crime.

### 2. Procedures

#### *General*

- We follow Department for Education advice on information sharing.

- We follow the ‘seven golden rules’ to information sharing in relation to safeguarding:
  - We recognise the General Data Protection Regulation (GDPR), and human rights law are not barriers to justified information sharing;
  - We are open and honest with parents and/or carers;
  - We seek advice from other practitioners if we have any doubts;
  - We share information with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information;
  - We base information sharing decisions on considerations of the safety and well-being of the individual child and others who may be affected by their actions;
  - We ensure information shared is necessary, proportionate, relevant, adequate, accurate, timely and secure;
  - We keep a record of our decision and the reasons for it.
- We recognise the most important consideration is whether sharing information is likely to safeguard and protect a child.
- When sharing information, we consider the following principles:
  - Information is **necessary and proportionate**;
  - Only **relevant** information is shared with those who need to know;
  - Information is **adequate** and of good quality;
  - Information is **accurate**, up to date and fact and opinion are clearly distinguished;
  - Information is shared in a **timely** fashion;
  - Wherever possible information is shared in a **secure** manner;
  - We **record** all information in relation to the process of making a decision whether or not a decision to share is made.
- We ensure staff are aware of the circumstances in which they may lawfully share information, and that it is in the public interest to prioritise the safety and welfare of children.

#### *Information sharing with consent*

- Parents are made aware of the circumstances when information may be shared and give written consent.
- We share information relating to the child’s progress/development at termly (in-house) key carer meetings.
- We share information about a child’s progress/development with their next provider/school (Local Education Authority Transition Document).
- We may also share information with other settings, where the child attends more than one setting.
- We share information about a child’s progress with other professionals where there are concerns in relation to Special Educational Needs (SEN) and/or disabilities.

#### *Information sharing without consent*

- We seek consent to share information unless it puts the child at risk or undermines a criminal investigation.
- One of our designated Child Protection Officers will seek advice from Children’s Social Care when there are doubts about possible significant harm to a child or others.
- Decisions are made by a designated Child Protection Officer or Designated Safeguarding Lead and the Managing Director, and a record kept.

#### **4. Further guidance**

- Information Sharing: Guidance for Practitioners providing safeguarding services (DfE 2018)
- Working together to safeguard children (HMG 2023)

- Keeping children safe in Education (DfE 2023)

## 4.7 Making a complaint

### 1. Statement of intent

Jack and Jill Pre-school give careful attention to the children and their families' individual needs and wishes, and our intention is to work in partnership with parents and/or carers. We welcome suggestions on how to improve the Pre-school and give serious attention to any concerns. We aim to bring all concerns about the Pre-school to a satisfactory conclusion for all parties involved. We recognise that concerns may be received from sources other than parents and/or carers and may be anonymous.

### 2. Procedures

#### *Making a complaint*

Any parent and/or carer who is uneasy about an aspect of the Pre-school can, in the first instance, arrange a mutually convenient appointment to discuss their concerns with their child's key carer or one of the room leads.

- If this does not have a satisfactory outcome, or if the problem recurs, we record the parent and/or carers concerns or complaint using the Pre-school Complaint Record.
- Other complaints received in writing, by email or by telephone (including anonymous complaints that relate to the Safeguarding and Welfare Requirements of the Statutory Framework) are recorded using the Pre-school Complaint Record.

#### *Complaint process*

- All recorded complaints are investigated, and complainants are informed of the outcome within 28 days.
- If complainants are not satisfied with the outcome, they can request a meeting with the Pre-school Directors and/or room lead. Complainants can be accompanied by a friend or partner if required.
- An agreed written record of the meeting is made. All parties present sign the record and receive a copy.
- If agreement cannot be reached, an independent external mediator will be invited to help settle the complaint. This person should be acceptable to both parties.
- A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussions confidential. He/she can hold separate meetings with the Pre-school Directors, room lead and the complainant if this is decided to be helpful.
- The mediator keeps an agreed written record of any meetings that have been held.
- When the mediator has concluded his/her investigations a final meeting will be held between the complainant, the Pre-school Directors and Room Lead to reach a decision on the action to be taken.
- The mediator will be present at the meeting if all parties agree. A record of this meeting is taken and a copy is available to all parties.

#### *Records*

- Records of complaints are kept securely and for a minimum of three years.
- Records of complaints, and any action taken as a result, are available to Ofsted inspectors on request.

#### *Ofsted and the Local Safeguarding Children's Board*

- If complainants, consider that Jack and Jill Pre-school are not meeting their registration requirements and/or the Welfare Requirements of the EYFS we will supply them with details about how to contact Ofsted (see below).
- If a child appears to be at risk, we follow the procedures of the Bristol Safeguarding Children Board.
- In these cases, we will work with Ofsted and/or the Local Safeguarding Children Board to ensure a proper investigation of the complaint and that appropriate action is taken.

*Additional information for parents and/or carers*

- If we become aware that we are to be inspected, we will notify parents and/or carers.
- After an inspection a copy of the report is made available to parents and/or carers of children currently registered with the Pre-school.

## Legal framework

- Data Protection Act 2018
- Keeping children safe in Education 2023
- Working together to safeguard children 2023
- Childcare Act 2006
- Equality Act 2010
- Human Rights Act 1998
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- GDPR 2018
- Computer Misuse (amendment) Act 2022

## Contact Details

Ofsted:

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Tel: **0300 123 1231**

**Email:** enquiries@ofsted.gov.uk

Post: Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

**This policy was adopted by the Board of Directors on:** .....

**Signed on behalf of the Pre-school by:** *C. E. Hollingdale*

**Mrs Claire Hollingdale (Managing Director)**

**Date:** 8<sup>th</sup> January 2024