

17. The value of play Updated September 16



First Steps
Day Nursery/School

44 Compton Road
Shepton Mallet
Somerset
BA4 5QT
Tel 01749346733
Email
fsnursery@btconnect.com

You say that you love your children,
And are concerned that they learn today,
As am I, that's why I'm providing
A variety of kinds of play.
You are asking what's the value
Of having your children play?
Your daughter's creating a tower,
She may be a builder someday.
Your asking me the value
Of blocks and sand a clay
Your children are solving problems,
They will use that skill everyday.
Your saying that you don't want your son
To play in that sissy way.
He's learning to cuddle a doll,
He may be a father someday.
You're questioning the interest
centre's,
They just look like useless play.
Your children are making choices,
They'll be on their own someday.
You're worried your children aren't
learning
And later they will have to pay.
They're learning a pattern for learning,
For they will be learners always.

~NAEYC
(stepbystepcc, 2010)



17. Complaints Updated September 16



First Steps
Day Nursery/School

44 Compton Road
Shepton Mallet
Somerset
BA4 5QT
Tel 01749346733
Email
fsnursery@btconnect.com

It is of paramount importance that First Steps nursery should run smoothly and that all parents and staff work together in a spirit of co-operation in the children's best interests. In the event of a complaint from either staff or parents, every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should either speak to a qualified member of staff, the Deputy manager: Ruth Garland Davies/Tuesday Roberts or the manager: Elaine Garland
- Where a complaint is made to the staff the deputy manager and manager will be informed immediately.
- The manager or deputy manager will respond to any complaint immediately, if the complaint requires an investigation the findings will be reported to the complainant within 7 days.
- Complaints will be noted and stored in a file. Access to the files will only be permitted with the written permission of the complainant to protect confidentiality unless it concerns any allegations of serious harm or abuse by any person living, working or looking after children on the premises. In these cases it may be required to share a copy of the report with a third party.
- As evidence to a court of law
- With any other professional agency such as the police or local authority investigating a safe guarding issue.

Following any complaint all notes pertaining to the complaint will be kept on record for six years, only with the written permission of all the persons named in the report will it be shared after six years all evidence contained in the file will be shared, after six years all evidence contained in the file will be shredded.

- It is clearly understood that parents have the right to contact Ofsted if they feel that they have not received a satisfactory response to their complaint, however we would ask that we are also informed that this procedure is taking place so that we can share any relevant information, as without written permission from the complainant we will be unable to comment, due to our confidentiality policy. In cases where a complaint is made against a member of staff, the complaint will be investigated by the manager. An investigation will be conducted within 3 days when possible. If the allegation involves abuse or harm the member of staff will be suspended on full pay while the investigation is carried out. In the case of all investigations an investigation report will be completed. Members of staff will be obliged to take part in any investigation and all reports will be stored and only shared confidentially. In all cases of harm or abuse allegations at the setting Ofsted will be informed of any incidents, allegations and outcomes within 14 days.

Ofsted can be contacted at:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel 03001231231