



Regent House Preschool

Complaints Policy & Procedure

Regent House Preschool aims to provide the highest quality care and education for all the children attending the Preschool. We aim to provide a warm, welcome and caring environment within which all children may learn and develop as they play. We intend to work in partnership with Parents/Carers to meet their needs and the needs of their children.

The Preschool staff display this Complaints Policy & Procedure on their information board for Parents/Carers. At drop off / collection, via email and through the Parent/Carer annual questionnaire, Parents/Carers are encouraged to share comments which may contribute to the improved running of the Preschool. These comments will be reviewed at staff meetings in order to inform practice and procedures.

We endeavour to quickly and informally resolve concerns through discussion with the appropriate member of staff. A comment and complaint will be taken seriously and dealt with fairly and confidentially.

If a Parent/Carer has a concern:

- Concerned Parents/Carers should firstly speak to their child's Preschool Teacher or the Preschool Manager.
- If the issue is not resolved or reoccurs the Parent/Carer should put their complaint in writing to Mr. Michael Carville (Headmaster / Registered Person in Charge).
- If this fails to resolve the issue, a meeting with a representative of the Board of Governors (Chair or Vice Chair), Headmaster and Preschool Manager may be arranged by writing to the Board of Governors via the school's Headmaster.
- Should this fail to reach an adequate conclusion then the views of the entire Board of Governors will be sought. Their decision is final as the Governing body of the school and any extension of it.
- In some circumstances it may be necessary to involve Social Services or the PSNI if there was a Safeguarding concern.
- As the school operates under the Education Authority- South Eastern Region, EA staff may be contacted by either party, for information and guidance purposes. The Board of Governors has the final say in all matters relating to the Preschool and they will act within the rules and regulations set by the

organisation (school) or statutory regulations set by DENI and/or Social Services.

Consulting Children

Our Preschool and all its members of staff are committed to the principle of involving and consulting children whenever decisions are made which affect them (if appropriate).

We believe that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the Preschool as a whole.

A child's opinion should be taken into account in anything that affects them.

Children should have information disseminated in a way that enables them to make choices and decisions.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made and recognise that their opinions are important.

For both staff and the Preschool, the benefits of such an approach include improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions ensuring that children feel a sense of ownership.

Consulting Parents/Carers

The staff at the Regent House Preschool values the partnership with Parents/Carers which enables us to meet the needs of the children in our care. We aim to use the relationship, formed through this partnership, to meet the needs of children and families in our school community. Changes to the service will be tested through consultation with Parents/Carers and the feedback from these consultations will play an important role in making decisions for the Preschool.

If you have any cause for concern or feel you want to make a complaint, then the chart below lists your options and gives you all the necessary contact information.

Contact: **Miss C Auld** (Preschool Manager / Deputy Designated Child Protection Officer)

Mrs. T Thompson (Preschool Deputy Manager / Deputy Designated Child Protection Officer)

Mr. M Carville (Registered Person in Charge / Designated Child Protection Officer / Headmaster)

Phone: Regent House School **028 9181 3234**



Social Services Early Years Team

Phone: **028 4451 3807**

<mailto:Early.Years@setrust.hscni.net>

Child Protection Support Service

During office hours (9.00am – 5:00pm) **028 9050 7000**

At all other times

(all through the night, at weekends and over Bank Holidays)

Emergency Service: 08001979995

Monitoring and evaluation

This policy will be reviewed and monitored in line with the Preschool's policy review schedule.

Reviewed:

14/05/23 - 21/08/23 (Out of Hours number changed)

Approved by BOG:

21/09/23