

General Welfare Requirement: Safeguarding and Promoting Children’s Welfare

Children’s behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.

Safeguarding children

1.10 Making a complaint

Policy statement

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	

Procedures

The Early Years Foundation Stage uses Rose Hill Westonbirt’s Complaints Policy. Please refer to the policy at www.rhwestonbirt.co.uk

To contact the Headmaster to make a complaint please use the following details:



Mr N Shaw
Headmaster
Rose Hill Westonbirt School
Tetbury
Gloucestershire
GL8 8QG
01666 881390

To contact the Chairman of Governors to make a complaint:

Mr D McMeekin
c/o Westonbirt School
Tetbury
Gloucestershire
GL8 8QG
01666 880333

We are not regulated by or registered with OFSTED. Our inspecting body is ISI (Independent Schools Inspectorate). To make a complaint about the setting to ISI please contact 020 77768830

This policy was adopted at a meeting of	_____	name of setting
Held on	_____	(date)
Date to be reviewed	_____	(date)
Signed on behalf of the management committee	_____	
Name of signatory	_____	
Role of signatory (e.g. chair/owner)	_____	

Other useful Pre-school Learning Alliance publications

- Summary Complaints Record (2006)

