Communication at Broadwaters Children's Centre

General

Text,
Letter,
½ Termly newsletter,
Phone call

Complaints

Raising a Concern

a) You will be asked to confirm whether it is a **concern,** a **complaint** of an **off-load**.
b) You will be asked what outcome you are looking for – **What would you like to happen?**
c) Staff will summarise what you have said and tell you what will happen next
d) Staff will investigate/fact find
e) Staff will get back to you (they might not be able to provide all the details, especially if it concerns another member of staff.

We ask that parents not to gossip about members of staff with other staff. If you have something constructive to say raise a concern, make a complaint or say you just need to off-load but do not want anything else to happen.

Official complaint

Follow Complaints Policy – see website

Off-loading

Chat with staff Put a note in the suggestion box

Accident, injury, incident

a) Your child will be **comforted,** the injury assessed and treatment applied.
b) If the injury is serious, then a member of SLT will be called to assess.
c) You will be contacted with the nature of the incident and given the opportunity to come and collect if there is any chance that the child needs to attend the hospital.
d) With large bumps to the head, big bruises, broken skin (where possible infection) you will be advised to seek hospital attention.
e) Your child's injury and emotional state will be reassessed by staff and if concerned a staff member or SLT will make a further call to you.
f) If it's a serious injury, you will be met at the door and comforted about the accident/injury and the steps that have already been taken – including how your child was comforted and what treatment has been given.
g) You will be offered emotional or physical support if needed.
h) You will be asked to sign an accident form
i) If your child does not attend nursery the next day, your key worker or a member of the SLT will call to find out how your child is doing.

If you notice a mark on your child at the end of the day that we have not noticed:

a) You will receive an apology that it was not noticed
b) The member of staff will agree to investigate
c) You will be asked to sign the accident form including a description of the mark and a note indicating that the staff member is looking into the mark.
d) The member of staff will follow up with you the **next day** about their investigation

Sickness

a) Your child will be comforted, sickness assessed and treatment applied.
b) If the sickness is serious, then a member of SLT will also assess your child.
c) You will be contacted with the nature of sickness and given the opportunity to come and collect if there is any chance that your child needs to attend the hospital. We will inform you what steps are being taken to comfort/protect your child.
d) If you have not collected your child, their sickness/emotional state will be reassessed by staff and if concerned a staff member or a member of the SLT will make a further call to you.
e) If your child has serious sickness you will be met at the door, comforted and informed about the steps that have been taken.
f) You will be offered emotional or physical support if needed.
g) If your child does not attend nursery the next day, your key worker or a member of the SLT will call to find out how your child is doing.