

# Example of potential conflict or dilemma



Example of potential conflict or dilemma: A child wants to go outside and play, but it is raining and cold outside. How to manage the risk? I would insist they wear a coat, and shorten the length of time they are outside for. Where to get additional support and advice? The EYFS framework states that children should have time outside every day.

Example of potential conflict or dilemma: A child refuses to eat their lunch at the nursery. How to manage the risk? Fruit is available all day and the fact that they haven't eaten is recorded to ensure parents are made aware. Where to get additional support and advice?

I would consult with the child's parents for advice on likes and dislikes, and strategies which would help at mealtimes.

Example of potential conflict or dilemma: A child is identified as having a potential learning difficulty, parent refuses to acknowledge this. How to manage the risk? A C. A. F. is held, and the child is given one to one attention in the nursery. Where to get additional support and advice? The health visitor is involved to discuss the assessment with the parent. The main points of agreed procedures for handling complaints in children and young people's settings. How they would respond to a complaint.

At Cranleigh Lodge Day Nursery parents can speak to any member of staff when dropping off and collecting their child or telephone at any time throughout the day. Parents' views, information and concerns are fully respected and acknowledged. Records kept about the child are kept in the strictest of confidence in a lockable filing cabinet but are always accessible on request. Should they require a confidential meeting at any time, this can be arranged between them and the Manager. When dropping children off,

they are asked to sign them into nursery therefore giving us consent to care for them solely during that session.

They are also asked to confirm who will be collecting the child and staff then ensure children are collected by the correct adult every time. Once the person collecting the child has signed to say they have got the child, they are then fully responsible for that child. If a child is identified as a „ child in need? we will, usually with the parent’s permission, give appropriate information to referring agencies. Regular newsletters are produced to keep them informed of news and events at Cranleigh Lodge Day Nursery.

There are also notices and information posted around the Nursery as well as displays of the children’s achievements through either photographs or their actual end products! Annual questionnaires are produced and parents are encouraged to complete these and offer any new ideas they may have to enable us to continue providing them with a high standard of care for their child. In the unlikely event of feeling dissatisfied with any aspect of the provision at Cranleigh Lodge Day Nursery, parents should initially discuss their concerns with the manager or deputy manager, who will endeavour to resolve the matter.

A “ complaints form” is available on request. Appropriate and prompt action is taken on any concerns raised and all complaints will be investigated fully. Complainants are notified of the outcome within 28 days and a record of all complaints is maintained with appropriate information shared with parents on request. We will provide Ofsted, at its request, a complete record of any complaint, the outcome and any action taken. However in the event of the

issue remaining unresolved, the registered body that should be contacted is:

Early Years Ofsted Freshford House Redcliffe Way Bristol BS1 6NL Tel: 0845

404040