

Confidentiality Policy

Aim of the policy

To give clear guidance on what the confidentiality policy is and how staff members need to adhere to it. This policy works alongside the information-sharing policy. This policy is agreed to and signed by all staff members.

Points to consider

If a child is considered at risk, the child protection policy will take precedence over the confidentiality policy where conflict between the policies arises.

We have a legal obligation to hold information about children using our setting and about employed staff. It is necessary to record basic information for registers, invoices and emergency contacts.

It is entirely possible that our staff, because of their relationship with both the children and their parents/guardians/carers, may learn additional information about individual families using the setting.

Consequently, our staff team are advised that disclosure or discussion referring to any children or their families will result in disciplinary action being taken.

Issues relating to the employment of staff, whether paid or unpaid, will remain confidential to the people responsible for management of personnel.

Students, volunteers and staff on training or temporary work assignments, when observing or working in the setting, will be advised of our confidentiality policy and their duty to respect it as part of the induction process.

We aim to achieve this by:

- Holding all child records securely or, where held on a computer, password-protecting the equipment to ensure access by authorised persons only
- Not permitting staff members to discuss individual children, other than for purposes of curriculum planning/group management or other relevant management issues with people other than the parent/guardian/carer of that child

- Always seeking the parent/carer's permission if any information is requested about a child from any source, for whatever reason
- Giving parents access to the files and records of their own children but not to information about any other child
- Informing parents/carers when registering their child that they can share personal information in the confidence that it will only be used to enhance the welfare of their children

Children's records may be stored off site at one of our registered sitting settings.

Complaints Policy

To give clear guidance to parents and staff about how complaints can be made and how they will be dealt with.

Points to consider

We will ensure that all issues/complaints are immediately dealt with and handled sensitively, confidentially and professionally.

We aim to achieve this by:

- Asking parents/carers with issues involving either their individual child or the setting as a whole to raise this with either their child's key person in the first instance.

In the first instance, every effort should be made to resolve any issues or concerns within the setting.

The following process should be followed, recording details in the complaints log.

Minor complaints (can be dealt with immediately by the senior member of staff without formal written parent correspondence)

- The senior member of staff will acknowledge and resolve the complaint immediately or within two working days.
- The complaint will be recorded in the complaints log.

Major complaints (cannot be dealt with solely by the senior member of staff because advice is required and/or formal parent written correspondence is necessary)

- The senior member of staff will acknowledge the complaint immediately or within one working day.

- The complaint will be recorded in the complaints log.
- The senior member of staff will notify the parent at all stages of the complaint being investigated.
- Copies of correspondence to and from parents will be placed in the child's file with an additional copy in the complaints file.
- The senior member of staff will aim to resolve the complaint within 15 working days of receipt.
- The senior member of staff will agree to any action plan/targets with the parent and staff team. These will be recorded, with a follow-up meeting agreed one week after resolution of the complain

If the parents are not happy with the outcome of the complaint, they have the right to contact Ofsted:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

0300 123 1231