

## COMPLAINTS

At CEPD we aim to work in partnership with schools to deliver a high quality service. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Records of all complaints will be retained for a period of 10 years. A summary of complaints is available for parents on request.

Judith Gilmour will generally be responsible for dealing with complaints. If the complaint. Any complaints received about Coaches will be recorded on an incident log and a complaints log will be completed. Any complaints made will be dealt with in the following manner:

### **Stage one**

Judith Gilmour will discuss the matter informally with the coach and school concerned and aim to reach a satisfactory resolution

Complaints about a Partner:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution

### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to Judith Gilmour Judith Gilmour will:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the club's practices or policies as a result of the complaint
- Meet relevant parties to discuss the setting's response to the complaint, either together or on an individual basis.

If child protection issues are raised, Judith Gilmour will refer the situation to the settings safeguarding lead, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, Judith Gilmour will contact the police.

### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about CEPD at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, MANCHESTER M1 2WD

Telephone: **0300 1231231**

<b>This policy was adopted by:- C.E.P.D.</b>	<b>Date:- 7<sup>th</sup> November 2019</b>
<b>Signed:- Judith Gilmour</b>	

## UNCOLLECTED CHILDREN POLICY

C.E.P.D will ensure that all children are collected by a parent / carer at the end of each session. If the child is not collected at the end of a session, and the parent / carer has not notified us that there will be a delay we will implement the following policy.

### **Up to 15 minutes late**

When a parent / carer arrives, they will be reminded that they must call the school/ club to notify us of any delay.

### **Over 15 minutes late**

If the parent/carer is over 15 minutes late the coach/teacher will try to contact them using the contact number on the register.

If there is no response, messages will be left requesting that they contact the school/club immediately. The coach/teacher will then try to contact the emergency contact listed on the registration form.

While waiting to be collected the child should be taken to an appropriate place and have at least two staff in attendance.

If it is not possible for the child to remain at the premises a note will be left on the door of the school informing the child's parents/carer where the child has been taken to and leave a contact number. A further message will be left on the parent/carer's telephone explaining events.

### **Managing persistent lateness**

The coach will record incidents of late collection and will discuss them with the child's parents or carers.

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# SAFEGUARDING CHILDREN POLICY

C.E.P.D recognises the importance of its support services to families, children, young people and adults and its particular responsibilities to safeguard and promote the welfare of those who are vulnerable or at risk.

This requires us to:

1. Listen to, value, encourage and support those we work with.
2. Provide clear internal procedures for identifying and dealing with concerns about possible abuse, and ensure their implementation.
3. Provide effective management for staff, students and volunteers through supervision, support and training.
4. Adopt a code of conduct for staff.
5. Include continuous risk assessment within our work with schools.

## Recruitment

1. Recruit Safely, ensuring all necessary checks are made.
2. Share information about child protection and good practice with children, parents, staff, students and volunteers.
3. Develop and maintain effective information sharing with statutory services and other agencies, involve children and parents as appropriate.
4. Work collaboratively with local safeguarding children boards. This policy applies to all teachers/ coaches and volunteers. Any allegation or concern about abuse **must** be responded to. Safeguarding and promoting the welfare of children is everybody's business although our individual roles in the process may be different.
5. All services will have a named person, with particular knowledge and experience of child protection. Any concern for the welfare of a child must be discussed with Judith Gilmour and school, without delay and further action taken as necessary.
6. C.E.P.D believes that the welfare of children is paramount and that **ALL** children have the right to protection from abuse, regardless of their age, culture, disability, gender, racial origin, language, religious belief or sexual orientation. A child for the purposes of this policy, as defined by the Children Act 1989 & 2004, is anyone who has not yet reached their 18th birthday.
7. Every effort will be made to ensure that coaches who are recruited to work for C.E.P.D are suitable to do so. Those who are responsible for appointing staff

will be trained in safe recruitment practices. All references will be robustly scrutinized and other checks sought at the appropriate level e.g. CRB, ISA, and POVA etc

## **THE LEGAL AND PROCEDURAL FRAMEWORK FOR SAFEGUARDING CHILDREN**

All of the following provide the legal and procedural framework for safeguarding children and young people.

- The Children Act 1989
- The United Nations Convention on the Rights of the Child (ratified by UK Gov.1991)
- The Human Right's Act 1998
- The Protection of Children Act 1999
- Every Child Matters 2003
- The Sexual Offences Act 2003
- What to do if you're worried about a child. DOH 2003
- The Children Act 2004
- National Service Framework for Children, Young People & Maternity Services 2004
- Common Assessment Framework for Children and Young People 2005
- Working Together to Safeguard Children 2010

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## EQUAL OPPORTUNITIES

At CEPD we will ensure that we provide a safe and caring environment, free from discrimination, for everyone including children with additional needs.

To achieve the CEPD's objective of creating an environment free from discrimination and welcoming to all, we will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status
- Challenge racist and discriminatory remarks, attitudes and behaviour from the children
- Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.

### Children with additional needs

We recognise that some children have additional needs or physical disabilities that require particular support and assistance. We will take appropriate action to ensure that all children can access our clubs and are made to feel welcome.

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<p><b>Signed:- Judith Gilmour</b></p>	

## **ACCIDENT / INCIDENT POLICY**

An accident is an unplanned, uncontrolled event, which causes, or could cause injury or damage. In most cases accidents can be avoided and it is our intentions to prevent as many as possible.

We aim to reduce the risk of accidents by:

- Making risk assessments for as many foreseeable risks as possible. By doing risk assessments we can identify hazards and look at how we can eliminate or reduce the risk.
- The premises are regularly checked and used properly.
- Coaches and to some extent the children, are aware of hazards
- Coaches and children are encouraged to care about their environment and each other.
- Coaches identify and report hazards and risks to the school and encourage children to do the same.

We classify an accident as what we have witnessed and an incident as something we did not see.

All accidents and incidents are recorded on the appropriate forms and reported to the parents/carer's on the day. This will usually be when they collect their child or if it is a serious injury or one that needs medical assistance the parent will be informed immediately.

As a qualified First Aider you will deal with minor injuries.

All accidents and incidents are reviewed to see if anything can be done to prevent the accident/incident happening again.

An incident form can also be used to record something, which happened that could have been dangerous, actions deemed as unwanted behaviour, an action that could cause damage or injury. Some examples are:

- An argument.
- A temper tantrum out of the norm.
- A stranger trying to gain access to the building.
- An un-witnessed injury

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## ANTI-BULLYING POLICY

CEPD will provide a supportive, caring and safe environment without fear of being bullied. Bullying of any form is not tolerated, whether carried out by a child or an adult.

Coaches, children and parents or carers will be made aware of the schools attitude towards bullying. Such behaviour is unacceptable in any form.

Any child who is a victim of a bully will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff/coach informed, and then discussed with the teacher. A clear account of the incident will be recorded. All staff/coaches will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

CEPD defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

### Preventing bullying behaviour

Staff at CEPD will promote an anti-bullying ethos and environment in the following ways:

- Encouraging caring and nurturing behaviour
- Playing and working for a caring and co-operative ethos
- Discussing friendships and encouraging paired, group and team play

### Responding to bullying behaviour

CEPD acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the coach will discuss with Judith Gilmour.

If a coach witnesses an act of bullying, involving children or adults at the club, they will inform Judith Gilmour.



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## **BEHAVIOUR MANAGEMENT POLICY**

C.E.P.D. recognises the importance of using effective behaviour management strategies in promoting children’s welfare and enjoyment. Working in partnership with parents, and school policies, we aim to manage behaviour using clear, consistent and positive strategies.

C.E.P.D.’s designated member of staff responsible for behaviour management is Judith Gilmour.

**Whilst with C.E.P.D. we expect children to; -**

- Use socially acceptable behaviour
- Comply with the school behaviour Policy
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Develop their independence by maintaining self-discipline.
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time with C.E.P.D.

**Encouraging positive behaviour: -**

**Positive behaviour is encouraged by; -**

- Staff acting positive role models
- Praising appropriate behaviour
- Informing parents about individual achievements

**Dealing with inappropriate behaviour; -**

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity session.
- Staff will discuss with the teachers why the behaviour was deemed inappropriate.
- Staff will give the children the opportunity to explain their behaviour, to prevent recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation. (teachers will be informed of any results)

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