



## Milborne Ladybirds Playgroup

### MANAGEMENT OF CONCERNS

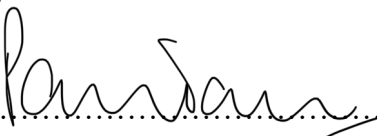
- The management of concerns or problems will be dealt with in a fair and consistent manner. We are committed to resolving all concerns quickly and where possible informally.
- At Milborne Ladybirds Playgroup anything which is seen as a concern by any person, be they child or adult will be taken seriously.

#### What are concerns?

- A concern is a matter which is worrying or misunderstood, or where there is felt to be uneven practice or provision.
- Concerns may include for example:
  1. Areas of curriculum
  2. The progress the children are making
  3. The management of behaviour
  4. The communication of information
  5. The implementation of policies
  6. The work of any member of Staff
  7. Any other aspect of Milborne Ladybirds Playgroup
- Just as Milborne Ladybirds Playgroup will contact the parents as soon as we have a concern, we want all parents and children to contact us straight away if they are unsure or unhappy about any matter.
- Nearly all concerns can be resolved quickly. It is important that issues are not ignored and are dealt with before they can get out of proportion before there is a clear understanding of the situation, or there has been a fair opportunity to right the situation by all parties.

#### Reviewing the Policy

The Management of Concerns Policy will be kept under review and will be reviewed annually  
This policy was reviewed and agreed at a meeting of the Management Committee held on 25  
August 2020

Signed .....  ..... Chairperson