



Staff Handbook

Running of the Centre

The following policies, procedures and strategies relating to the running of the centre are available to view on-line at www.glenburn.info and in the Policies folder:

- Closure Strategy
- Complaints
- Fees
- Toddlers
- Admission
- Constitution

Summary of Policies relating to the Running of the Centre

● Closure Strategy

- ▶ This details the procedures to be followed should it be necessary to close the centre on either a temporary or a permanent basis.

● Complaints

- ▶ This deals with both informal and formal complaints.
- ▶ If parents wish to complain about something you can either try to resolve this immediately or refer it to the Senior practitioner present. If it is resolved on the day record this in the daily diary.
- ▶ If the complaint needs further investigation refer this to a senior member of staff or the chair of the committee, who must investigate this within 20 days.
- ▶ If the complainant is still unhappy with the situation they can be issued with a complaint form or asked to write a letter of complaint. At this point refer to the complaints policy to ensure the correct procedures are followed.

● Fees

- ▶ This is currently under review, as we are awaiting clarification from Early Years Scotland.

● Toddlers

- ▶ A weekly session for under 3s is run by parents.
- ▶ Every parent / carer is responsible for their own children.
- ▶ A Toddler rep acts as a link between the group and the committee and staff.

● Admissions Policy

- ▶ This details the procedures in place to ensure that places are offered to children in a fair manner, taking into account the needs of each individual family.

● Constitution

- ▶ This details the legal set up of Dunscore Pre-school Centre as a charitable organisation and the rules and procedures that need to be followed by the committee.