

NEW HOPE-WORCESTER

COMPLIMENTS POLICY

We always aim to provide high quality services for everyone. We aim to offer children and young people the highest excellence in care and play. We recognise how important it is to receive feedback on aspects of the scheme that are commendable. We want to celebrate compliments and strive to achieve them. We feel compliments go hand in hand with complaints and both are equally important.

We aim to promote the children and young people's successes at New Hope-Worcester. We aim to make every child matter in: being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic well-being.

We feel it's important to team up with parents/carers, sharing information on good practice and working together, to protect children and young people from harm and help them to achieve in life.

We want to know what works best for children and young people and act on it. We aim to involve parent/carers as well as children and young people in this process.

We believe it is vitally important to compliment children and compliment their progress.

New Hope-Worcester staff hold an ethos of respect for each other and we will strive to encourage children to learn skills of complimenting each other for all and any achievements.

Children will be complimented verbally by their peers and staff members. These compliments should be reinforced with a 'thumbs up', a great big smile and rewards. Rewards will be in the form of stickers and smiley faces and where possible, reward boxes full of exciting and stimulating toys and resources. We feel it is of vital importance to ensure compliments are reinforced with something visual.

Compliments will be displayed on the walls of our setting for all to see and we will record compliments and achievements in children's communication diaries.

We will listen to the views and comments of children and parents and carers at all times. We welcome compliments from them about the quality of care we provide and will celebrate these compliments. We will encourage compliments from parent and carers by hand, written in our compliments log. We will use the compliments we receive in future planning.

We believe in celebrating success and aim to keep a record of the compliments we have received. We encourage staff, parent/carers and children to compliment on the service they receive at our setting.