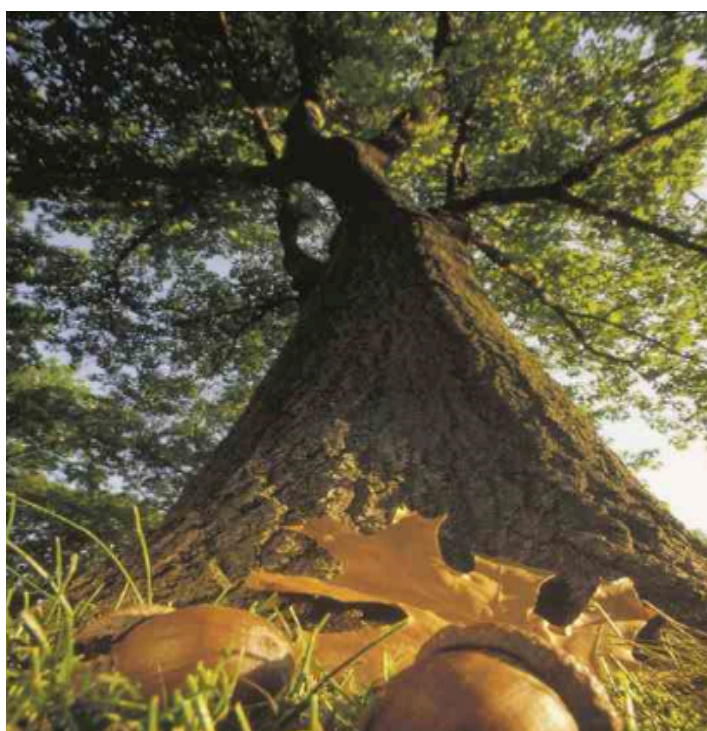


eCHURCH WALK PRE-SCHOOL NURSERY LIMITED
OFF CHURCH WALK
ULVERSTON
CUMBRIA
LA12 7EN

Telephone: 01229 586403
e-mail: churchwalkpreschool@gmail.com

**PARENT INFORMATION BOOKLET
2025**



A place where ALL children are given the
best possible care and opportunities
for a life full of wonder and endless
adventure

INTRODUCTION

Church Walk Playgroup was established in (approximately) 1972 and changed its name to Church Walk Pre-school in April 1997 when Government Nursery Vouchers came into effect. We were registered as a Charity in September 1994 and relocated as Church Walk Pre-School Nursery in July 2000. In August 2005 we became incorporated and our name was changed to Church Walk Pre-school Nursery Limited. A committee of parents and volunteers manages the group. This

Parent Information Booklet will give you an insight into the way the group is run. We are registered to take children from the term after they turn 2 years old up until age 4.

We are registered with:

Pre-school Learning Alliance (PsLA).	Ref. No. 12993
OFSTED.	Ref. No. EY332856
Charity Commission.	Ref. No. 1110326
Company Number	Ref. No.5428651

Pre-School Nursery Achievements:

- * OFSTED Care and Education Inspected June 2003 - Good
- * OFSTED Integrated Inspected November 2006 - Good
- * OFSTED Inspected November 2009 – Good
- * OFSTED Inspected June 2013 – Good
- * OFSTED Inspected January 2018- Outstanding

The quality and standards of the early years provision, October 2023:

This provision is **Outstanding**

Some of the key points are:

- Children flourish at this wonderful setting where highly experienced staff provide meaningful and engaging learning experiences.
- Children learn to be positive and respectful of their peers.
- The curriculum provides children with a rich set of experiences what help them to make sense of the world around them.
- Leaders and staff are committed to providing high-quality care and learning for all children.
- Staff have good relationships with the children and their parents, which help them to provide positive interactions and strong attachments.
- Leaders work tirelessly to sustain the highest quality of provision.

The full report is available to view on the Ofsted website – www.ofsted.gov.uk or a copy is available at nursery.

"Play is often talked about as if it were a relief from serious learning. But for children, play is serious learning."
—Mr. Rogers

Our Aim is:

- * To enhance the care, development and educational needs of children in a parent centered, community-based group.
- * To provide a safe, secure and stimulating environment.
- * To work within a framework which ensures equality for all children and families.

We offer:

Outstanding indoor and outdoor provision, as highlighted in our recent Ofsted report.

* A 1:5 adult to child ratio is maintained for children who are under three years of age and 1:8 for children over the age of 3.

* Circle-time activities which focus on developing the specific skills needed by the year group and are planned weekly to support progression throughout the year, following the guidelines in the Early Years Foundation Stage (EYFS).

* A Key Person who liaises with you to ensure that there are plenty of opportunities for you to be fully involved in your child's learning. They are responsible for recording your child's development using Tapestry online journals and writing a progress report every term, with formal meetings twice a year.

* Opportunities for you as parents/carers to be directly involved in activities and events throughout the year such as reading sessions, craft afternoons, fundraisers, forest schools and more.

THE STAFF

Trained, caring and passionate practitioners who regularly update their skills through Early Years training courses staff the group.

Manager/ Safeguarding Officer:	Lorna Walker
Deputy Manager:	Emma Wilding
Nursery Practitioners:	Alison Emery, Charlie Pearson, Hayley Burrow, Chelsea Lamb, Jessica Jones, Hannah Mitchell
Special Needs Coordinator:	Chloe Gibson, Shauna Dawson, Freya Brown, Shauna Dawson
Breakfast Club Supervisor:	Alison Emery
Breakfast Club Assistants:	Shauna Dawson, Hayley Burrow
After School Club Supervisor:	Dawn Athersmith
After School Club Assistants:	Shauna Dawson, Hayley Burrow, Nicole Hayter, Abigail Cave
Office Administrator	Joanne Gutkowski

Sessions & Fees

Breakfast Club	8 – 9am	£5.75
AM/PM session	9am – 12 / 12 – 3pm	£17.25
After School Club	3 – 4pm	£5.75
After School Club	3 – 5.00pm inc snack	£11.50

After School Club and Breakfast Club rates for Church Walk Primary pupils are charged at the same rate.

Breakfast Club fees include a healthy, nutritious breakfast. After School Club, up to 5.00pm, includes a healthy snack.

Church Walk Preschool Nursery is open term-time only. Children can attend nursery from the term after they turn 2 years old. The government have recently brought in Working Parents funding for 15 hours per week and this will increase to 30 hours in September 2025. However, please note that in previous years we have not offered 30 hours in the nursery room. We will only be able to offer the 30 hours if we have the availability. There is an option of morning and/or afternoon sessions, depending on availability, with the added option of wrap-around care if necessary. Children attending full days are required to bring a packed lunch and water bottle. We ask that children who only attend a morning session go home for lunch and children who are beginning their session at 12 noon can bring their lunch into nursery.

Fees will not be refunded if a child is absent for holidays or sickness.

If your child is going to be absent for a long period, you can arrange to cancel your sessions with the manager. Fees will not be charged for this period; however your child's place will no longer be guaranteed. If you would like to keep your child's place, then we can arrange for you to pay a reduced rate during this time to guarantee a place for your child upon your return.

Payment of Fees

You will be notified of your child's half term fees (if applicable) on an invoice. Fees should be paid within the first two weeks of each term. If full payment would prove difficult, please speak to Jo, our office administrator to arrange a weekly or monthly payment plan. The first payment must be made as agreed. If the payment plan is not adhered to, the full invoice will be due immediately.

FUNDED EARLY YEARS FUNDING FOR WORKING PARENTS (New Government funding brought in April 2024 and September 2025)

We are able to offer the 15 or 30 hours to those parents who are eligible for the new Working Families Funding introduced by the government in April 2024 and September 2025. To see if you are entitled, please visit www.childcarechoices.gov.uk and follow the links. Please note, that in our nursery room, we may only be able to offer 15 hours as we may not have the availability.

FUNDED EARLY LEARNING FOR 2 YEAR OLDS

We are registered to provide places for eligible children receiving 'free early learning for 2 year olds'.

Eligible children are entitled to 15 hours per week, term time. In order to apply your family MUST be in receipt of one of the following benefits:

- Income Support
- Income Based Jobseekers Allowance
- An income-related employment and support allowance
- The guaranteed element of State Pension Credit
- Support under part VI of the Immigration and Asylum Act 1999
- Child Tax Credit provided the annual gross income is no more than £16,190 as assessed by Her Majesty's Revenue and Customs, (this figure changes annually in line with changes to wider tax credit thresholds) and are not in receipt of Working Tax Credits (except during the four-week

period immediately after their employment ceases, or after they start to work less than 16 hours per week)

To confirm your eligibility:

Apply on line: www.childcarechoices.gov.uk

All children become eligible for a funded 3-4 year old place from the term following their 3rd birthday, which equates to 15 hours per week.

Children whose 3rd birthday falls between:

Eligible for nursery grant from start of following:

1 st September and 31 st December	Spring Term
1 st January and 31 st March	Summer Term
1 st April and 31 st August	Autumn Term

The Government have now introduced a funded **30 hours entitlement from September 2017** for children starting on the school term after they turn 3.

Eligible children are entitled to take up to 30 free hours of childcare a week, term time only. We currently offer 20 spaces for children who receive the 30 hours funding on a first come, first served basis. The 30 hours will be provided for these children when they enter the preschool room. For more information or to apply please visit <https://www.childcarechoices.gov.uk/>

TERM DATES

Autumn Term

Wednesday 3rd September to Friday 19th December 2025

Half term Monday 27th to Friday 31st October

Spring Term

Wednesday 7th January to Friday 27th March 2026

Half term Monday 16th to Friday 20th February

Summer Term

Monday 13th April to Friday 17th July 2026

Half term Monday 25th to Friday 29th May

Bank Holiday Monday 4th May

Procedures for children who are sick or infectious

If children appear unwell during the day – have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – we will call the parents and asks them to collect the child, or send a known carer to collect on their behalf within 30 minutes.

In extreme cases of emergency the child should be taken to the nearest hospital and the parent informed.

After sickness and/or diarrhoea, parents are asked to keep children home for 48 hours after the last bout of illness. In the case of a temperature, we ask that children have a normal temperature for 24 hours before returning to nursery.

Children should not come to the setting if they have had calpol or similar.

The setting has a list of excludable diseases and current exclusion times. The full list is obtainable from www.patient.co.uk and includes common childhood illnesses such as measles.

Administering medicines

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting. If a child has not had a medication before, it is advised that the parent keeps the child at home for the first 48 hours to ensure no adverse effect as well as to give time for the medication to take effect.

Procedure:

- Children taking prescribed medication must be well enough to attend the setting.
- Only prescribed medication is administered. It must be in-date and prescribed for the current condition.
- Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children. They are kept on a high shelf in the kitchen cupboard. The kitchen is locked when unattended.
- Parents must give prior written permission for the administration of medication. The staff receiving the medication must ask the parent to sign an 'administration of medication' form. No medication may be given without these details being provided.
- The administration is recorded accurately each time it is given and is signed by staff. Parents also sign the form, on collection of their child, to acknowledge the administration of a medicine.
- Inhalers must be packed in your child's bag with written instructions attached. Parents must give prior written permission for the administration of medication.

Procedure for an uncollected child

If a parent is unable to collect their child, or is unavoidably delayed, we must be informed of who is going to collect the child. If you have been unable to arrange alternative arrangements then it may be possible for your child to join the next session. This would be dependant on staff to children ratios and a fee may be payable.

If a child is not collected at the end of the session/day, and we have not been contacted by the parent, we follow the following procedures:

- The child's admission form is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the admission form – are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the admission form.

- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's social services care team.
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded.
- Depending on the circumstances, we reserve the right to charge the parents for the additional hours worked by our staff.
- Ofsted may be informed. Our local Childcare Advisor may also be informed.

Procedure for a missing child

Child going missing on the premises

- As soon as it is noticed that a child is missing the key person/member of staff alerts the Manager/Deputy Manager.
- The Manager/Deputy Manager will carry out a thorough search of the building and playground.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, the parent is contacted and the missing child is reported to the police.
- The Manager/Deputy Manager talks to the staff to find out when and where the child was last seen and records this.
- The Manager/Deputy Manager contacts the chairperson and reports the incident. The chairperson, with the management committee, carries out an investigation and may come to the setting immediately.



CURRICULUM – Birth to 5

“Play, both indoors and outdoors, makes a powerful contribution to children’s wellbeing, development and learning. Children play, not least because it is often fun and offers a joyful opportunity for engaging in many different activities and being with others. As they play children immerse themselves in what most interests them, and in the process find out about themselves, other people, and the world around them. Because play is open-ended and flexible, children can

explore and experiment with confidence, take risks and challenge themselves at the limits of their capabilities, without fear of failure." *Birth to 5 Matters 2021*

Our staff love to get down on the children's level and get stuck into the awe and wonder of their play. Here we can guide, model and scaffold thinking, imagination, social interactions and skills that will support your child on their journey through their early years. We ask sensitive questions that allow for open thinking, extending and enhancing ideas that encourages the children to learn and develop. Your child's key person will be responsible for recording observations on your child, capturing just a fraction of the amazing play and learning that fills our rooms with excitement and joy, day in and day out. Your child's key person will keep you updated on their progress and they are available at any time to talk to, please just ask.

Providers must also support children in four specific areas, through which the three prime areas are strengthened and applied. The specific areas are:

Mathematics

Communication and Language

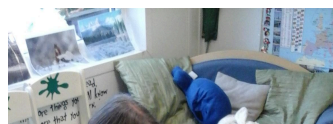
Communication and language development involves giving children opportunities to experience a rich language environment. We provide a range of opportunities for stories, role play, social communication and exploration of language both indoors and outdoors. Children are given the freedom to express their interests and from this, we are able to plan activities linked to interests to further their language and thinking.

and using numbers, calculating subtraction problems; and to and measures. The staff constantly recognition and shape recognition conversation. We have a range of classroom and outside for children to used both in free play and focussed activities.

Mathematics involves providing children with opportunities to develop and improve their skills



in counting, understanding simple addition and describe shapes, spaces, weave counting, number into every day Maths resources in the access and these are



Personal, Social and Emotional Development

Personal, social and emotional development involves helping children to develop a positive sense of themselves, and others. We provide opportunities for children to become independent in caring for themselves within many situations. Children are also encouraged to learn together, in smaller and larger groups, sharing exciting experiences and building relationships that will grow with them.

Understanding of the World

Understanding the world involves guiding children to make sense of their physical world and their community. In order for children to develop this area of learning they are given opportunities to use technology. We have two computers with a range of Early Years programs for the children to access independently. We also allow children to play with old cameras, beebots and



Expressive Arts and Design

Expressive arts and design involves enabling children to explore and play through art, design, role play, singing, playing instruments and dance. The staff are constantly providing opportunities to stimulate children's imagination and ensuring that the children are provided with the resources that they need to express themselves. This is done both indoors and out in all weathers and the results are fantastic.



Physical Development

Physical development involves providing opportunities for young children to be active and interactive both on a large and small scale. We encourage children to use their bodies to travel in different ways and opportunities for the use of large and small scale equipment are rich. We have the large play equipment on the field which allows risk taking to develop.

If you would like to know more about our curriculum, please ask!

Kit List – What you will need to bring to Nursery!

Waterproofs (Either a full suit or raincoat and trousers)

Wellies

Back pack with spare clothes/socks/underwear

Nappies and wipes if needed

Named waterbottle

Slippers if wanted

Sun hat

Sun cream (Factor 50+) Please make sure it does not contain Almond Oil

Wooly hat/warm clothes for winter

Lunch if staying all day

Please avoid marshmallows ,sweets and popcorn as these are choking hazards

Please chop grapes and cherry tomatoes lengthways

Please chop sausages lengthways

Please do not send nut product, including chocolate and nut sandwich spreads

The Early Years Pupil Premium

From April 2015, nurseries, schools, childminders and other childcare providers have been able to claim extra funding through the Early Years Pupil Premium to support children's development, learning and care. The Early Years Pupil Premium provides an extra £1 per hour for two, three and four year old children whose parents are in receipt of certain benefits or who were formerly in local authority care but who left care because they were adopted or were subject to a special guardianship or child arrangements order. This means an extra £570 a year for each child taking up the full 570 hours funded entitlement to early education.

We can use the extra funding in any way we choose to improve the quality of the early years education that we provide for your child. This could include, for example, additional training for our staff on early language, investing in partnership working with our colleagues in the area to further our expertise or supporting our staff in working on specialised areas such as speech and language.

All parents and carers will be given a form to fill in once the child turns 3. We will inform you if your child is eligible for the funding and work with you to determine what the funding will be spent on.

GENERAL INFORMATION.

In the best interest of the children we recommend that

- **Sweets and children's own toys** are not allowed to be brought into nursery.
- **Dummies** are discouraged to allow us to support children's communication and language skills
- **Wheeled vehicles:** Prams/scooters/bikes etc. from home must not be left at the Pre-school Nursery.
- **Clothing and Footwear:** Please ensure all belongings are clearly labelled with your child's name. Aprons are provided for messy play but accidents do happen and some children find them uncomfortable, so please no special clothes. We encourage the children to be independent when using the toilet, please dress your child accordingly. For Health and Safety reasons children must wear sensible flat shoes.
- A named pair of slippers can be brought into nursery for use indoors.
- Church Walk Pre-School Nursery green sweatshirts are available to order and are priced at £10
- In winter please dress your child in layers of warm clothing. In summer please bring a hat/cap, sun tan lotion as we often hold part/full sessions outside. Factor 50+ suncream. Please make sure shoulders are covered.
- At snack time your children are provided with a drink of milk or water, fruit or a savoury snack.
- Please bring a water bottle with your child's name on it, to be kept at the Pre-School Nursery for access to water at all times
- Please notify nursery if your child is going to be absent, preferably before 9.15am. If we don't hear from you, we will contact you as part of our safeguarding policy. V 9/c0 Children should not be sent to Pre-school Nursery with any infectious illnesses, and in the case of vomiting and/or diarrhoea, we request that your child does not return for 48 hours to reduce the risk of others becoming infected.
- **Medication** will only be administered by staff when 'Administration of Medication' form has been completed by the parent/carer of the child. If your child has asthma, his/her inhaler must be

brought to each session in a secure bag alongside written instructions, which will be kept on your child's coat peg for ease of access. If your child requires medicine after he/she leaves the session, please hand to a key worker for safekeeping.

- **Collection of a child:** Adults who collect your child on a regular basis (or occasionally) are named on the Admissions Form. If any other adult is collecting your child you must inform the Lead Practitioner in advance and ensure the person collecting your child has the password. A password must be provided as well as proof of I.D.

- **Policies and procedures:** ALL policies and procedures are available on request and available in the main entrance including the following which you must be aware of; admissions, equality of opportunity, safeguarding children, procedure to be followed in the event of a parent failing to collect a child at the appointed time, procedure to be followed in the event of a child going missing, procedure for children who are ill or infectious.

PRIVACY NOTICE

*Pupils in Schools, Alternative Provision and Pupil Referral Units
and children in Early Years Settings*

Privacy Notice – General Data Protection Regulation (GPDR) May 2018

We **Church Walk Pre-school Nursery Limited** are the Data Controller for the purposes of the Data Protection Act. We collect information from you and may receive information about you from your previous settings and the Learning Records Service. We hold this personal data and use it to:

- Support your teaching and learning;
- Monitor and report on your progress;
- Provide appropriate pastoral care, and
- Assess how well your setting is doing.

This information includes your contact details, NI number, national curriculum assessment results, attendance information and personal characteristics such as your ethnic group, special educational needs and any relevant medical information. *If you are enrolling for post 14 qualifications we will be provided with your unique learner number by the Learning Records Service and may also obtain from them details of any learning or qualifications you have undertaken.*

We will not give information about you to anyone outside the setting without your consent unless the law and our rules allow us to.

We are required by law to pass some of your information to the Local Authority and the Department for Education (DfE) Ofsted can also request to see assessment data during an inspection.

If you want to see a copy of the information we hold and share about you then please contact **Lorna Walker**. A written request must be provided and we will ensure that we respond within the maximum period of one month.

If you require more information about the new Data Protection Law and how we manage your data we store then please contact **Jo Gutkowski**, our Data Protection Lead. You also have the right to opt out of sharing your data with certain bodies, including social media. Please speak to a member of staff if you have any concerns and would like to opt out.

Church Walk Pre-School Nursery is a registered charity run by a Management Committee of Parents.

An Annual General Meeting is held each February/March when committee members are re-elected and new members invited to join. We need parents with a wide range of skills to join the committee to ensure it runs effectively. We may also require parents to help, as Parent Helpers in Pre-school Nursery or in the general upkeep of the building and fundraising.

The present Committee are:

Chairperson: Nicola Vogler

Committee

Members: Emma Carline,

Church Walk Preschool Nursery **Early Years Attendance and Punctuality Policy**

Aim

To promote good attendance and punctuality in partnership with parents and carers in Early Years, ensuring that good habits are formed early, so that children are school ready.

Rationale

Regular early years attendance is important for all children, even babies, as it is only through regular, consistent routines that children build up the secure attachments they need for healthy development.

Research shows that regular part-time attendance from the age of 2 in a good quality early years setting has a lasting impact on children's social development and intellectual attainment throughout school. (Research Brief RBF15-03 The Effective Provision of Pre-school Education Project: Findings from the Pre-school Period. Sylva et al, IOE, 2003).

Islington's Early Years Foundation Stage profile results (2014) showed a clear correlation between children's attendance and their attainment of the 'good level of development' national standard.

Although education is not compulsory until the age of five, figures on attendance in reception classes are now published by the Department for Education. Ofsted take reception year attendance into account when a school is inspected.

Regular attendance has a positive impact on all aspects of a young child's learning and development. A regular routine supports the young child to feel settled and secure. Unsettled children have higher stress levels which, in turn, prevent them from being able to benefit fully from the learning opportunities available.

Establishing good habits of attendance in the early years will help to ensure that all children have at least 96% attendance by the time they enter reception class.

Procedures

At Church Walk Preschool Nursery we promote good attendance and punctuality by:

- Ensuring children attend for the expected hours
- Requiring parents to call the setting if they are going to be late or absent
- Requiring parents to report sickness
- Communicating with parents and following up on non-notification of absences as part of promoting good attendance and punctuality
- Monitoring children's attendance
- Consistently following up poor attendance and punctuality

Supporting Families

We recognise that sometimes families may need extra support with attendance and punctuality, therefore good communication is essential between you and your key person. The Early Years setting will work with you to support your child's good attendance and punctuality. Where children's attendance is poor and not improving, the setting will talk to you and highlight that if the child does not attend regularly, their space may be lost and will be awarded to another child.

Practitioners complete the register twice a day. A key is used to complete this. If a child is late an L is given. This will be after 9.15am or 12.15pm. If a reason is not given for your child's absence, a U is given. If a child attends on time, a / is given.

If a child is absent for more than a full day and no reason has been provided, the key person, Manager or administrator will call you to find out the reason for your child's absence.

If your child stops attending Nursery with no notice given, the Manager will phone on day two of absence. If the Manager cannot source a reason as to why your child is not attending, she will seek advice from the Safeguarding Hub. A log will be kept of phone calls to you and all contact with the Hub. The Manager may also contact the Health Visitor if she feels necessary.

How do we manage big feelings?

We currently have mostly toddlers at our setting and they love nothing more than to rough and tumble! Play, run, scream & shout!

Standard Toddler rules apply in regards to EVERYTHING: "If I see it, it's mine! If I have touched it, it's mine! If I want it, it's mine! If you want it, it's mine!", which can obviously result in lots of conflict and high emotions.

During these moments of conflict some little ones will hit out, others push and bite. These behaviours can just come out of nowhere and this is quite normal for this age.

So, how do we deal with this phase?

Firstly, we do not enforce apologies. They are meaningless for our young children and can often cause more problems if you insist on getting one.

If a child hurts another child here we will immediately respond to the hurt child and will apologise to them on the other child's behalf. So for example, "I'm sorry xxxx has hurt you. Are you okay?" (We really big this part up)

After making a big fuss of the child who has been affected we will then quietly respond to the other child. We do this by acknowledging they may have been trying to communicate something but it is not okay to hurt each other.

Then together we check if the hurt child is okay and depending on the level of communication skills we ask if there is anything they need. Sometimes it's just a rub and an 'awhhhh' from our younger friends, but it's a moment of empathy and acknowledgement. And then it's over.

The child who has hit out is not made to share their play either. If a child wants to play alone, the other children must wait and we will ask them to let their friends know they are waiting for their turn rather than to just take.

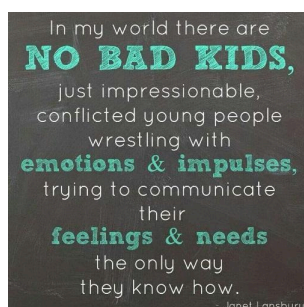
Sometimes however this approach is just not enough if a child is persistently hitting out. Toddlers, like us, have good days and not so good days. On a not so good day we may help a child to regulate their emotions by removing them from play for a moment. This is not a punishment, we don't agree with 'Time out'.

There is no anger directed to the child. This is an exercise in co-regulation. The removing from play could be simply holding our hands for a moment, sitting with us for a story, being picked up, or sitting in a chair with a drink/snack whilst they have time to 'reboot' (regulate) before starting afresh in play.

We acknowledge that they may be feeling 'overwhelmed' or 'frustrated' and reassure them that it's okay to feel this way.... even though they don't fully understand yet what these feelings are. We want them to be familiar with the words, we want to give them the tools to be able to regulate these feeling independently....eventually!

We understand that this behaviour is completely developmental and mostly stems from lack of communication and having not yet developed feelings of empathy. It's so much easier just to bop someone on the head than to force out words when you are only just at the cusp of learning to speak.

Overall, we find that an approach of understanding and tolerance for all involved is the best way to deal with our biggest feelings.



If anyone would like to see our behaviour policy, please do not hesitate to ask.

Complaints Policy and Procedure

We aim to provide the highest quality education and care for all our children. We offer to each individual child and family a warm and caring environment, within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally. We welcome any suggestions on how to improve our group.

Making concerns known:

If you have any concerns regarding any aspect of the group's provision, these should be discussed with the Lead Practitioner. If this does not have a satisfactory outcome, or if the problem recurs, the parent may put the complaint or concerns in writing and a complaints form will then be completed. This will then be forwarded to the Committee for discussion/investigation or the parent/carer can contact OFSTED direct. Detailed guidance on making a complaint is available on request.

Unresolved Complaints:

If the matter is unresolved to the parent's satisfaction, the parent may contact OFSTED direct. Dependent on the nature of the concern or complaint the Committee may also contact OFSTED.

What must the nursery do?:

If a parent/carer makes a formal written complaint, which relates to the requirements of registration, the nursery must carry out an investigation into the complaint, and must provide the parent/carer with an account of the findings within 28 days of receiving the complaint. The parent/carer should be told about any action that has been taken or is intended to be taken as a result of the findings. The parent/carer can ask for a written response to the complaint. All providers must keep a record of all written complaints.

Points of contact:

National Business Unit
OFSTED
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD

E-mail: enquiries@ofsted.gov.uk

Telephone 0300 123 1231
(the person you speak to may transfer your call to a colleague who is more able to help)

Ofsted complaints commitment

Ofsted will:

- Publish new complaints information on their website (www.ofsted.gov.uk), separate from inspection reports as soon as an investigation is completed.
- Continue to publish information relating to complaints, made against childcare providers, only in circumstances where we (Ofsted), or the provider, take action to meet the legal requirements of registration.
- Publish historic information about complaints received since a provider's last inspection where we, or the provider, took action to meet legal requirements.

- Remove complaints information from their website five years after the closure of a complaint investigation

Committee approved.....

Date.....Reviewed.....

.....