

WOLDINGHAM NURSERY CLASS



PROSPECTUS AND HANDBOOK

WOLDINGHAM NURSERY CLASS

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WELCOME TO THE WOLDINGHAM NURSERY CLASS

Dear Parents,

This prospectus is designed to help you to find out more about the Nursery Class, its staff and children. We hope that you find it informative and it gives you an insight into the type of Nursery school we are.

Your children will be nurtured in a safe, happy and caring environment, in which they can realise their full potential and develop the skills and confidence they require for an easy transition into primary school.

The staff members are dedicated to providing your children with everything they need for their well-being and development.

The Nursery Class is a member of the Pre-School Learning Alliance and adheres to the constitution laid down by this national organisation. This ensures that the Nursery is constantly in touch with new thinking in the field of child education and care. We are registered with the Department for Education and Skills and are inspected by OFSTED. The reports are always available for staff and parents/carers to read.

The 1989 Children's Act and our constitution give us guidelines, which we endeavour to follow at all times. The Nursery treats all children as individuals and respects the parents/carers responsible for them.

We hope that this brochure tells you most of what you wish to know, but please feel free to telephone us with any other questions you may have and to arrange an appointment to visit the Nursery to meet the staff and see our happy family environment for yourself.

Further information and reviews from our parents are available on our website woldinghamnursery.co.uk

We look forward to hearing from you soon.

Karen & Shirley



GENERAL INFORMATION

Woldingham Nursery Class
Woldingham Village Hall
Station Road, Woldingham
Surrey CR3 7EA

woldinghamnursery.co.uk

manager@woldinghamnursery.co.uk

07851 131357

TEAM

Proprietor: Karen Chevreau: Diploma Pre School Practice Level 3, First Aid,
Food Safety and Hygiene Level 2 Behaviour Management Co-Ordinator
SENCO (Special Educational Needs Co-Ordinator) Deputy DSL (Designated Safeguarding Lead)

Manager: Shirley Stewart: BA (Hons) Early Years Teaching, EYPS, Arts Foundation Degree Early
Years, First Aid, Child Protection BTEC Diploma in Caring Services (Nursery Nursing)
Allergy Awareness Training
DSL (Designated Safeguarding Lead) SENCO (Special Educational Needs Co-Ordinator)

Deputy Manager: Deborah Pierce: Diploma in Children's Workforce and Development Level 3
Child Protection, First Aid Food Safety and Hygiene Level 2
Deputy SENCO, Teacher for looked after children

Fleur Virno Diploma in Children's Workforce and Development Level 3
First Aid, Food Safety and Hygiene Level 2 Deputy DSL (Designated Safeguarding Lead)

Sarah Stovell: BA (Hons) Early Childhood Studies
Child Protection, First Aid, Food Safety and Hygiene Level 2
Sustainability Lead & Behaviour Management Lead

Jackie Slattery: Child Protection, First Aid Food Safety and Hygiene Level 2
Diploma in Children's Workforce and Development Level 3
Deputy DSL (Designated Safeguarding Lead)

Amanda Lester: Child Protection, First Aid
Food Safety and Hygiene Level 2

The members of staff have many years of experience working with young children and are dedicated to the highest principles of childcare and development. They take pride in their work and set an excellent example to the children.

All staff have relevant early years and first aid and child protection qualifications, which are kept up to date. Members of staff regularly attend training courses and workshops, as well as seminars and exhibitions on nursery education. This is a vital part of the development of the individual staff members and the Nursery as a whole.

A high adult/child ratio is essential in providing good quality pre-school care. The Nursery works on a ratio of 1:4 for children under 3 years and a ratio of 1:8 for the older children.

HOW THE NURSERY CLASS OPERATES

The Nursery has been running for over 25 years and is privately owned. The nursery is inspected by Ofsted. The Nursery is open for 38 weeks a year, five days a week. Term Time.

OPENING HOURS

Monday to Friday

9.00am-3.00pm

The morning session finishes at 12.00pm or 1.00pm for those children booked in for lunch and 3.00pm for children attending the afternoon session.

The children are split into two groups according to the year group they will be in when they move onto primary school. The younger children are known as TADPOLES and the older group of children as FROGS. This system has proved very successful with both the children and their carers alike.

LUNCH SESSIONS

The children must bring in a packed lunch (in a named lunch box) for the extended sessions. The lunchtime session gives the children the opportunity of eating together and enhancing their social skills whilst spending time working in a smaller group environment.

FUNDING

At Woldingham Nursery Class, we deliver the Foundation Stage curriculum for 38 weeks a year.

We are pleased to offer funded places for 2 year olds who are eligible for Early Learning for 2 year olds along with 30 hour funding for eligible 2 year olds.

Universal funding is 15 Hours per week for all 3- and 4-year-olds and places are available 30 hours funding for eligible children.

You can use the 15/30 hours funding per week flexibly for any of the sessions you wish your child to attend. For example, your child could attend for 3 hours per day Monday – Friday or you may choose 2 full days, morning (9.00am – 12.00pm) and afternoon (12.00pm – 3.00pm) and an additional morning session or your child could attend for 5 hours per day for 3 days

Extra morning or afternoon sessions and additional lunch hour sessions above the 15 hour per week funding remain payable at the standard rates. Please contact the nursery for further information.

FEES (from September 2026) £8.00 P/H

£24.00 per morning session	9.00am – 12.00pm
£24.00 per afternoon session	12.00pm – 3.00pm
£8.00 per lunch session	12.00pm – 1.00pm

All fees are payable before the end of the first week of each term

Please note that fees remain payable during periods of absence for both holidays and sickness and closure due to adverse weather conditions.

A full term's notice in writing or fees in lieu of notice is required when your child leaves the Nursery.

THE ENVIRONMENT

The Nursery class utilises a number of rooms at the village hall, including the kitchen and toilets, as well as occasional use of the main hall for the nativity play and annual sports day.

The two rooms used for the main sessions are 670 square feet and 390 square feet respectively.

The Nursery is fortunate to have use of a large outdoor play area featuring climbing/balancing equipment, as well as numerous push and ride toys. There is also a range of equipment available to enhance ball skills and role-play.

Additionally, there are facilities for sand and water play.

It is advisable that the children wear long trousers and sensible shoes to avoid grazed hands and knees during outside play and that no loose jewellery be worn as this can get caught on equipment.

During the winter months the children should also be provided with a scarf, hat and gloves.

In summer a sun hat is advisable and sun cream must be applied before the children are brought into Nursery, suncream will be reapplied after lunch for those children staying for the afternoon session.

The Nursery benefits from its own garden area and the children are keen to take responsibility for looking after it. The garden provides extensive learning opportunities and helps to make the children aware of the world in which they live.

Regular outings are undertaken to the local park, as well as educational visits within the local community including trips to the nearby churches and Woodland Trust areas.

Although the children move on to a number of different schools, the Nursery maintains close links with Woodlea Primary School and the children attend a number of events at Woodlea School such as the Harvest Festival.

CONFIDENTIALITY

The Nursery's work with children and families will sometimes bring us into contact with confidential information. To ensure that all those using and working in the Nursery can do so with confidence, the Nursery will respect confidentiality. The staff do not discuss individual children, other than for the purpose of curriculum planning and the child's particular needs, with people other than the parents/carers of the child. No information given to the staff at the Nursery will be passed on to other adults without permission.

Parents will have access to the files and records of their own children, but will not have access to information about any other child. Any anxieties/evidence related to a child's personal safety will be kept in a confidential file and will not be shared within the Nursery, except with the child's key worker and the manager.

The paramount commitment of the Nursery is to the safety and well being of each child.

DAILY ROUTINE

On arrival at Nursery, the children have free choice play until registration at approximately 9.30am. The group has a short discussion about the current topic and the day's activity.

There follows the main activity of the day linked to the topic theme usually done in groups of three or four children with the help of an adult. All children are encouraged to participate in this activity. The other children have free choice play from the toys and equipment set out e.g. book corner, mark making, painting, puzzles, construction toys, sand and water, dolls, cars and garage, play dough etc. The children also participate in small group or 1:1 work in all areas of the curriculum.

In the last term before the children start school, as much time as possible is spent on 1:1 and small group work to prepare each child for the transition to primary school.

The nursery has a snack bar which is open from 9.45am – 11.15am and supervised at all times. All snacks are healthy and include a wide range of fresh fruit and vegetables, cheese and bread products. A choice of milk or water is offered with snacks and water is available at all times.

This is followed by tidying up (with which the children help) before everyone goes outside to play. The children are encouraged to use the variety of equipment available covering all areas of the curriculum. The morning session ends with story time and singing.

The lunch session begins at 12.00pm. The children sit down together to eat their packed lunch to develop their social skills. After lunch, if the weather is fine, the children are given another opportunity to play outside or participate in a variety of indoor games.

Children staying for the afternoon sessions will be encouraged to join in specific focus group activities covering all areas of the curriculum. For those children not wishing to join in the group activity on any particular day, there will be a selection of play activities available to them on a rotational basis.

DROPPING OFF AND COLLECTION OF CHILDREN

We are only covered by insurance for our registered hours; therefore, if you arrive early, please stay with your child until the start of the session. If you are not collecting your child yourself, please enter the details in the collection book, which is located on the table in the cloakroom.

Parents will be charged £5.00 if children are collected an unreasonable length of time outside the stated hours. The Nursery staff reserve the right to decide what is "unreasonable" in this respect.

NON-ATTENDANCE

Woldingham Nursery operates a strict **safeguarding policy** regarding unexplained absences.

If a child does not arrive and no notice has been provided, staff will immediately attempt to **contact parents** or designated emergency guardians to ensure the child's safety.

Contacting Parents: Staff will call parents/carers using the contact details held on file to confirm why the child is absent. This is typically done within the **first 30 to 60 minutes** of the session start time to rule out safeguarding concerns.

Notifying the Nursery: Parents are expected to **contact the nursery directly** via telephone or email if their child is ill and unable to attend. This allows the nursery to track infectious diseases and notify authorities or other parents if necessary.

Funding Compliance: For children receiving **Early Education Funding**, nurseries have an obligation to monitor regular attendance and report persistent, unexplained absences to the local authority's **Early Years Childcare Sufficiency Team**.

07851 131357 manager@woldinghamnursery.co.uk

PARENTAL INVOLVEMENT

Parents/carers are actively encouraged to become involved with the Nursery Class. We encourage parents to help with Nursery activities and annual events, including fund raising for the group. We arrange a rota for parents/carers to come in and help the staff.

The Nursery welcomes all parents' contributions, whatever form these may take.

Notice boards and regular newsletters keep parents/carers up-to-date on a half-termly basis.

Parents are the first and most important educators of their young children and the aim of the Nursery is to support their essential work.

THE KEY WORKER SYSTEM

The Nursery aims to offer the highest possible quality of experience for both children and adults in the group. This is helped by the high ratio of adults to children and also the key worker system, which ensures personal attention to the needs and development of each individual child and family.

The key worker system provides:

Assistance with settling in at the Nursery

Close monitoring of each child's progress in all areas of development.

A point of contact between home and Nursery

Input into the Nursery's curriculum planning to ensure that each individual child's needs are met, including any special needs

Continuity of experience for the children during their time at Nursery

The key worker is there for you to ask questions about your child's progress and for you to advise of any information you may want entered into your child's records. The key worker will ensure that realistic targets are set every half term, which meet the needs of each child. These targets are discussed at the staff meetings and any areas of concern or improvement actioned.

The manager, Shirley Stewart, oversees all the children's files and she and the key workers are always available for you to talk to at the beginning and end of each session.

ADDITIONAL NEEDS

It is the Nursery's policy to accept children with additional needs. Members of staff have previously identified cases of special educational need, which up until then had been undiagnosed.

The Special Educational Needs Co-ordinator consults with the parents on such matters and welcomes health visitors, speech therapists, educational psychologists and other professionals involved, to visit the child at the Nursery and consult with the staff as appropriate.

Children with an EHCP are provided with an ancillary helper, funded by the Education Department, who works with the child on a 1:1 basis. At the same time, the children are always given space to work alone and encouraged to develop some independence, which will benefit them when they go to school.

Progress is continually monitored and reviewed. Any problems are discussed with the parents, who are kept informed of progress on a regular basis.

THE CURRICULUM

Within the Nursery all children are supported in developing their potential at their own pace.

The key worker system enables us to ensure a planned curriculum tailored to the needs of each individual child. The aim of the Nursery is to create a caring environment where children learn through play and develop confidence and independence, as well as new skills. Although guided by the staff, the children's work is their own.

Each half term the Nursery has a different topic, e.g. our lives, pets, the environment, our community, food (from around the world), different cultures, transport, seasons etc. All topics are planned in detail to ensure that all the children's needs are provided for.

There are seven areas of learning and development and all of them are important and inter-connected. Children learn and develop in different ways and at different rates. Our planning is based on developmentally appropriate activities, which reflect the children's interests and promotes exploration, engagement and concentration.

THERE ARE SEVEN AREAS OF LEARNING AND DEVELOPMENT - 3 PRIME AND 4 SPECIFIC

PRIME AREAS

PERSONAL, SOCIAL AND EMOTIONAL DEVELOPMENT

Personal, social and emotional development involves helping children develop a positive sense of themselves, and others; to form positive relationships and develop respect for others. The children develop their social skills and learn how to manage their feelings.

Children are individually supported in developing confidence and self-respect and to have confidence in their own abilities. They are encouraged to work and concentrate independently and also take part in the life of the Nursery, sharing and co-operating with other children and adults.

Through activities, conversation and practical example, they learn to express their own feelings and to have respect for the feelings of others.

PHYSICAL DEVELOPMENT

A range of equipment and opportunities, both indoors and outdoors, allows the children to develop confidence and enjoyment in the use and development of their own physical skills.

This enables the children to develop their skills and control in moving, climbing and balancing. Such items as bicycles, scooters, climbing frame, stilts, hoops, beanbags, balls, sit and ride toys, prams etc help to develop their gross motor skills.

At the same time, children are supported in the development of the fine motor skills required to use tools, including pens and pencils and to handle small objects with increasing control and precision.

COMMUNICATION AND LANGUAGE

Communication and language development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves and to speak and listen in a wide range of situations.

In both small and large groups, children are encouraged to extend their vocabulary and fluency by talking and listening and by hearing and responding to stories, songs and rhymes.

A well-stocked book corner gives every child the opportunity to become familiar with books.

Children are encouraged to extend their vocabulary and understanding by asking them open-ended questions about their activities and asking them "what happened next?" when reading stories.

THE CURRICULUM - CONTINUED

SPECIFIC AREAS

LITERACY

Children are helped to understand that symbols carry meaning, to be aware of the purpose of writing and, when they are ready, to use drawn and written symbols for themselves.

A well-stocked book corner gives every child the opportunity to become familiar with books.

Mark-making materials are available every day for the children to use.

They are encouraged to take pride in their work, some of which is displayed for parents and children to see.

Storage units contain drawers, which are labelled with words and photographs to enable children to make the connection between the two.

MATHEMATICS

By means of adult-supported practical experience, children become familiar with the sorting, matching, ordering, sequencing and counting activities, which form the basis for early mathematics.

As they use their developing mathematical understanding to solve practical problems, the children are assisted to learn and use the vocabulary of mathematics, identifying objects by shape, position, size, volume and number.

Songs, games and picture books help the children become aware of number sequences and, when they are ready, to use simple mathematical operations such as adding.

UNDERSTANDING THE WORLD

A safe and stimulating environment allows the children to explore and experiment with a range of natural and manufactured materials.

The children learn to observe substances and objects, recognising differences, patterns and similarities. The children are assisted in exploring and understanding their environment, both within the group and the wider community.

The children are encouraged to explore their world and what is in it, through topics and group activities. They learn to have respect for their environment and, in turn, continue that interest into school.

EXPRESSIVE ARTS AND DESIGN

Children are encouraged to use a wide range of resources in order to express their own feelings.

Art equipment, including paint, glue, crayons, chalks and pencils, as well as natural and discarded resources, provide for exploration and experimentation of colour, shape and texture and the development of skills in painting, drawing and collage.

Children join in and respond to music and stories. There are many opportunities for imaginative role-play, both individually and as part of a group.

NOTE: The Nursery provides aprons for painting etc. but splashes do occur and so it is advisable not to send your child to Nursery in their best clothes.

HEALTH AND HYGIENE

The Nursery promotes a healthy lifestyle and a high standard of hygiene.

OUTDOOR PLAY

Children have the opportunity to play in the fresh air throughout the year. Accordingly it is advisable to ensure that each child has a jumper/cardigan each day and coat/hat/gloves in the winter months. In the summer the children should wear sun cream and bring a sunhat.

ILLNESS

For the well being of everyone, children should not come to the Nursery if they are unwell.

Parents are asked to keep their children at home if they have an infection, and to inform the Nursery staff as to the nature of the infection so that the staff can alert other parents and make careful observations of any child who seems unwell.

Parents are asked not to bring into Nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

Cuts or open sores, whether on adults or children, should be covered with sticking plaster/dressing.

If a child is on prescribed medication the child's parents/carers should, if possible, administer the medicine. If not, then medication must be clearly labelled with the child's name, dosage and any instructions. Permission must be given in writing by the parent/carer giving clear instructions about the dosage and the administration of the medicine. A record is kept in the medication book.

First aid equipment is kept clean, replenished and replaced as necessary.

HYGIENE

All children are encouraged to wash their hands after using the toilet.

A large box of tissues is available for the children to blow their nose when necessary.

Paper towels are always available.

Tables are washed down between activities and hand-washing facilities are available within both rooms.

FOOD

When children stay for the lunchtime session their lunchboxes are stored safely.

When cooking with the children, safety and food hygiene rules are followed.

A choice of milk or water is offered with a selection of freshly prepared raw fruits and vegetables, cheese and bread products at break time. The children are encouraged to select their own choices of fruit. Water is available for the children at all times.

DIET

All consideration and care is taken when using foods either at break time or during cooking activities. Due to a number of allergies, no ingredients containing nuts are used.

If your child wishes to bring in sweets to share on their birthday, please ensure these do not contain nuts or nut traces.

Please notify your child's key worker of any known allergies before your child joins the Nursery.

SAFETY

The safety of young children is of paramount importance

For the safety of children and adults, the Nursery ensures that:

all children are supervised by adults at all times and will always be within sight of an adult. All members of staff are aware of the system in operation for the children's arrival and departure and an adult will be at the door during these periods. Children are only permitted to leave the group with an authorised adult.

equipment is checked regularly and any dangerous items repaired/discarded. The layout and space ratios allow children and adults to move safely and freely between activities.

Fire doors are never obstructed. Fire drills are held on a regular basis every half term.

children do not have unsupervised access to the kitchen, cookers or any cupboards storing hazardous materials.

a register of both adults and children is kept so that a complete record of all those present is available in the event of an emergency.

There is a no smoking policy in place throughout the Village Hall at all times.

a book is available at every session for the reporting of all accidents/incidents.

a well stocked first aid box is available at all times.

The appropriate authorities check fire extinguishers and boilers annually.

On outings the adult: child ratio will be maintained at all times. Parents are encouraged to participate in these events.

EQUAL OPPORTUNITIES

It is the intention of the Woldingham Nursery Class to develop attitudes and ways of behaving which respect individuals regardless of their ability, colour, culture, gender or social circumstances.

The school is unequivocally opposed to any form of discrimination and it seeks to form a partnership with children, staff and parents/carers to combat ignorance and prejudicial attitudes both in school and in the community as a whole

SAFEGUARDING

Woldingham Nursery Class is committed to creating and maintaining the safest possible environment for children. This is done by:

Recognising that all children have the right to freedom from abuse.

Ensuring that all our staff and volunteers are carefully selected and accept responsibility for helping to prevent abuse of children in their care.

Responding swiftly and appropriately to all suspicions or allegations of abuse and providing parents and children with the opportunity to voice any concerns they may have

Ensuring access to confidential information is restricted to the nominated persons or the appropriate external authorities.

Reviewing the effectiveness of the Child Protection Policy and activities each year

By appointing a nominated person (DSL) who will take specific responsibility for the child safety policy and act as a reference point for parents, children and outside agencies.

OPERATION ENCOMPASS

The nursery has been given the opportunity to take part in a project that will run jointly between schools and the Metropolitan Police Service. This project is known as Operation Encompass

Operation Encompass is the notification to schools that a child (under 18) has been exposed to, or involved in, any domestic incident. Children can be significantly physically or emotionally harmed when this is the case and the information received will be used to make sure the right support is available for children and their families. This will ordinarily be done by the start of the next school day.

Operation Encompass will ensure that a specially trained member of the school staff, known as a Designated Safeguarding Lead (DSL), is informed. The DSL can then use the information that has been shared, in confidence, to ensure the wellbeing of the child.

The Designated Safeguarding Lead (DSL) is Mrs Shirley Stewart

Email: manager@woldinghamnursery.co.uk Tel: 07851 131357 07920 022015

SAFER RECRUITMENT

Woldingham Nursery enforces strict safer recruitment policies aligned with the Early Years Foundation Stage (EYFS) and safeguarding guidelines. To ensure the suitability of all staff, every prospective employee must undergo an enhanced DBS check, clear identity and qualification verifications, and provide comprehensive references before starting unsupervised work.

The safer recruitment procedures require the organisation to assess suitability using the following mandatory evidence.

Enhanced DBS Disclosures: Includes Protection of Children Act (POCA) / List 99 checks.

Rigorous Vetting: Requires a full employment history and detailed interviews.

Verifiable References: Requires documented professional references; open references ("To Whom It May Concern") are strictly prohibited.

Medical Suitability: Verification that the individual is fit to carry out the duties required.

These protocols help nurseries and playgroups maintain a highly secure, child-centric environment.

BEHAVIOUR MANAGEMENT POLICY STATEMENT

The Nursery believes that children and adults flourish best in an environment in which everyone knows what is expected of them and children are free to develop their play and learning, without fear of being hurt or hindered by anyone else. The aim is to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

The children are encouraged to exhibit good manners and consideration for each other and their possessions and the ability to share. The Nursery aims to be positive and praise and encourage children's good behaviour. The staff never smack or humiliate a child.

The method of distraction and re-direction combined with positive encouragement enables the Nursery to deal with most disciplinary matters.

Any behaviour problems will be handled in a developmentally appropriate fashion, respecting the individual child's level of understanding and maturity.

With regard to bullying, the Nursery believes that prevention is better than cure and will be understanding and sympathetic in its approach to any child with problems in this respect, helping them to find a solution before it becomes detrimental to the child concerned.

In the event of unacceptable behaviour, the child/children may have to be separated from the incident by a member of staff and given the chance to explain their behaviour. The emphasis will be placed on what would have been the sensible thing to do. It will always be made clear that it is the behaviour that is unacceptable and not the child.

"Time out" may be necessary when the child is asked to sit away from the other children, but in the same room. On no occasion will the child be left isolated and unsupervised.

Incidents involving disciplinary action will be brought to the attention of the parent/carer at the earliest opportunity. All such matters will be dealt with in confidence.

Should the incident be repeated, the parent/carer will immediately be notified in writing and an appointment made to discuss their child's behaviour and the steps to be taken.

In the event of persistently unacceptable behaviour the child's attendance at the Nursery may be reviewed.

Staff member responsible for Behaviour Management issues:

Mrs Shirley Stewart

Email: manager@woldinghamnursery.co.uk

Tel: 07851 131357 07920 022015

Nursery policies and procedures are available to parents at all times.

COMPLAINTS PROCEDURE

As a member of the Pre-School Learning Alliance the Nursery aims to provide the highest quality education and care for all the children and provide a warm and caring environment, within which all children can learn as they play.

The Nursery believes that children and their parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. The Nursery's intention is to work in partnership with parents and the community generally and suggestions on how to improve the Nursery are welcome at any time

If you have a complaint concerning the Nursery itself or a member of staff you should, in the first instance, speak to the manager. If this does not lead to a satisfactory outcome, the complaint should then be put in writing to the Proprietor, with a request for a meeting with her and the manager. You are entitled to have a friend or partner present during the meeting and an agreed written record of the discussion should be made.

The Proprietor understands that most complaints are made constructively and can be resolved informally at an early stage. It is in the best interests of both the Nursery and parents that complaints should be taken seriously and dealt with fairly, in a way that respects confidentiality.

If an agreement cannot be reached, an external mediator, acceptable to both parties, will be invited to listen to both sides and offer advice to help clarify the situation. Staff or volunteers within the Pre-School Learning Alliance are available to act as mediators if both parties wish it. The mediator will help define the problem, review the action taken so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. She/he will meet with the group if requested and will keep a written record of all meetings and any advice given.

It is clearly understood that persons have the right to phone Ofsted after talking to the Proprietor if they feel they have not received a satisfactory response to their complaint.

Every effort will be made to ensure that all matters are resolved and every avenue will be explored to ensure that every child is included in the setting and to resolve the complaint.

Ofsted will be contacted concerning any written complaint, and the outcomes will be sent within 28 days and kept for 3 years.

If parents wish to take the issue further they can contact

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel 0300 123 4666 / 0300 123 1231 or go to OFSTED Website: www.ofsted.gov.uk/parents

NOTES

