



Parent Handbook

HappyWoods Team are always available to speak to our precious parents about the well-being of their children. To make it easier for our parents, we have included here on our website our parent handbook for you to view at your own leisure. A copy has also been placed at the nursery entrance.

The parent handbook covers the following areas:

1. Our Mission Statement
2. Settling in
3. Your child's first day
4. Joint parental responsibility
5. Information for parents
6. Food allergies and intolerance
7. Medicines
8. Safeguarding children
9. Health and Safety including COVID19
10. Complaints and compliments



Welcome to the HappyWoods Family

Thank you for choosing our nursery. We feel very privilege to be able to have the opportunity to look after your little ones.

1. MISSION STATEMENT

Our Mission is to provide the best childcare service for children from the ages of 12 months to 5 years old, where everyone feels welcome and included. We aim to provide families with high quality, flexible care and education, whilst embracing the Early Years Foundation Stage Framework.

We believe that a friendly & caring atmosphere full of enrichment activities with structured learning is paramount to the learning & development of our children in our care. We aim to provide a safe and caring environment, where all children can feel happy and relaxed and develop to their full potential. The first five years of a child's life are important informative years and at play-time we focus on the 7 areas of the Early Years Foundation Stage (EYFS) which include communication & language, Personal, Social and Emotional Development, Physical Development, Mathematics, Literacy, Understanding the World and Expressive Arts & Design involving the needs of the whole child.

HappyWoods nursery is committed to embracing the British Values by providing equal opportunities for all children and families. The diversity of all individuals and communities is respected and all families are welcomed and valued and we ensure no child or family is discriminated against and this is supported throughout the year with monthly activities, celebrations from all different communities and available support for our peers, children and parents on a daily basis.

Aims and Objectives

Our aims and objectives set out the ways in which we will meet our mission to provide friendly, inclusive, high quality care and education for all children and their families.

Care, Learning and Play

We work within the Statutory Framework and Practice Guidance for the Early Years Foundation Stage, which aims to help children achieve the Every Child Matters outcomes to:

- Be Healthy, Stay Safe, Enjoy and Achieve,
- Make a Positive Contribution and
- Achieve Economic Well-being.

The nursery will provide an environment that supports and extends all children's learning and development, including children with English as Additional Language and Special Educational Needs.

The learning journey

The learning journey of our children will be focused by implementing the Early Years Foundation Stage, which is responsive to individual children's needs, interests and experiences. Communication, love and care are our first and foremost consideration, especially when



looking after children of younger age. We will build secured attachments and support emotional development through loving relationships and assessment.

We will meet the needs of all the children by ensuring parents' wishes are followed, the Key person will liaise with parents and develop individual care and development, routines taking into account home care. All children will be encouraged to learn through play and explore through a wide range of sensory experiences. By supporting all the children to be keen, happy and confident learners by providing a wide and varied range of play experiences.

Key person role

The key person assigned to each child will support children to ensure children are supported and guided in order to be "engaged" into their needs and interests to make sure these are appropriately met. The children will be supported to become active, inquisitive and independent learners by providing an educational plan based on individual needs and interests within a structured approach to play. Key persons will continue to support the children and monitor their individual needs and interests.

Environment

Our nursery provides an environment, where all children are safe by maintaining staff to children ratios, carrying out regular risk assessments and ensuring staff are trained to meet the health and safety of all children including safeguarding and learning and development.

Parents

Working in partnership with parents by listening and responding to their views and concerns and respecting them as their child's first educators. Sharing and discussing their child's development, achievements and progress. We achieve this through daily feedback, sharing learning journeys, parent's evenings, events and inviting parents as 'helpers' or sharing skills during our yearly events, offering support and advice to families and signposting them to other professionals or services that may be able to offer them support.

Collection of children

A child will only be released into the care of their parents/carers or an authorised person. During the enrolment process, you will be requested to write on the nursery contract 2 emergency contacts apart from the parent/carer and provide photographs of them with a password. If an unauthorised person comes to collect your child, we will contact you to request an email confirming your authorisation of the person collecting the child which must include a picture to approve the eligibility of the person. If the nursery has any doubts, then your child will not be released.

2. SETTLING IN

Our settling sessions normally take place within one to 2 weeks in order to settle into the new environment. We recognise that some children take longer than others to settle. We work with the child and the parent in order to extend the settling sessions as needed for the benefit of the child's well-being.

The nursery manager will contact you before your child's starting date to arrange a convenient time for the first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit. During the settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling



in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.

3.YOUR CHILD'S FIRST DAY

The nursery provides all the educational materials, meals including breakfast, refreshments, snacks, lunch and afternoon tea. Parents are responsible for bringing a spare set of clothes (or more if your child is toilet training) and any personal items, such as a comforter or favourite teddy, which your child may require. These should all be placed in the Green HappyWoods draw string bag. Parents with very young children will also need to provide nappies, wipes, nappy creams and formula/breast milk. Children will regularly take part in messy activities involving paint, glue, etc., so should not be brought to nursery in their best clothes.

Just some quick notes before your child starts:

- Please bring a HappyWoods drawstring bag with:
- Two changes of clothes (including socks and knickers/pants)
- If potty training please add extra three to four bottoms along with socks, three to four pairs of pants/knickers and a spare pair of shoes;
- If in nappies: please bring either a whole pack and leave at the nursery or nappies per day, nappy bags, wipes & nappy rash cream if in nappies;
- A sheet and a blanket in a separate bag for sleep times, if your little one sleeps;
- Wellington boots and a rain coat for a rainy day;

In the Spring/Summer:

- A sun hat;
- Sun screen (minimum factor 30) without nut oils due to allergies e.g. almond oil;

Uniform

Registered with Smiths uniforms on Lancaster Road, Enfield. Call on 02083632424 to place your order.

Nursery polo T-shirt – mandatory;

Jumper fleece or cardigan & drawstring (for the spare clothes) – mandatory

Please see the link below, for your information we added our exclusion policy for infection control and illness as recommend by the Public Health Agency for schools and childcare settings. Please be aware that as per our terms and conditions these periods are still payable.

Changes to personal details

For your child's safety, please ensure that you communicate with us any changes in your personal details e.g. phone number, address, change of emergency contact and also any holidays you have booked as we have the duty to record all absences as per government guidelines. Holidays are also payable.

4. JOINT PARENTAL RESPONSIBILITY



Parents who are married have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services. To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

5. INFORMATION FOR PARENTS

The nursery policies and procedures are available upon request. The allocated Early Years Adviser from Informed Families in Enfield regulates the nursery throughout the year every 4 to 5 weeks and the nursery will be inspected by Ofsted requirements and cycle. You will also be kept up to date via the parent notice board in the nursery and the monthly newsletter and quarterly nursery calendar we send to all of our parents.

Late collection of a child

If you are going to be late collecting your child, please let us know as soon as possible. We charge £15 for every 15 minutes that you are late. As two members of staff will have to do extra time at the nursery in order to look after your child after their working hours have ended. After thirty minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contact, the nursery manager and will assess the situation and contact social services.

Nursery Contract

Please ensure that you have fully read and understood the terms and conditions of the nursery contract. Please speak to the nursery manager if you have any questions. The terms and conditions are not negotiable and we would draw your attention to the following key points.

Nursery Fees

Nursery Fees are invoiced monthly in advance and are due for payment by the 1st of the month. Invoices are normally emailed to parents by the 20th of each month. Late payments will be subject to a charge of £15.00 admin fee and £25 daily rate. You will be charged for each session that you have booked, regardless of whether your child attends.

Refunds or replacement sessions cannot be given for unattended sessions and booked sessions cannot be swapped for alternative sessions. The nursery is closed on all bank holidays and for five business days between Christmas and New Year. For the week of Christmas and New Year, fees are not charged for these days. However, we do close for two weeks at the end of August where fees will be applicable to all parents. Fees also are payable if the nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions.

Fees are reviewed annually in the Spring or Autumn term. You will receive 2 months' notice in order to adjust your monthly direct debits.

Payment Terms

The required method of payment is direct debit. During your registration process, the Nursery Manager will send you a welcomed email, containing the account details of the nursery and the required payment for the sessions you have requested childcare. Direct debits will be



deducted directly from your bank account on the first of the month (or the first business day thereafter).

Notice Period

Two month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice, including funding children.

Nursery Staff

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours, or take children to/from the nursery on your behalf. If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc., within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request.

Child Tax Credit

Families are eligible for some financial assistance through Child Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit www.gov.uk/child-tax-credits.

Childcare Grant

Full time students with dependent children may be eligible for a childcare grant, subject to income. For further details, please visit www.gov.uk/childcare-grant or, if you are aged under 20, www.gov.uk/care-to-learn.

Childcare Vouchers

Your employer can provide you with childcare vouchers which can be used towards the cost of qualifying childcare. The amount you can receive in childcare vouchers without having to pay tax or NI contributions. Further information about childcare vouchers can be found at www.hmrc.gov.uk, please be aware that it may take some time for the payment to be made by your employer or your childcare voucher provider. Therefore, you need to authorise payment of the voucher before your childcare payment is due. Usually five working days is sufficient, but this will depend on the particular voucher scheme. Please ensure that your child's name is quoted by the voucher company to enable us to allocate the payments correctly to your account.

Please note that regardless of whether your fees are paid in full or in part using childcare vouchers, they are still due in full by the first of the month. Vouchers received late will be put towards the following month's fees and any unpaid amounts remaining on your account on the first of the month will be subject to late payment charges. We accept electronic vouchers from most voucher scheme operators, including Edenred, Busy Bees, Computershare, Sodexo and Fidelity.



Free Early Education

All children are entitled to up to 15 hours (and under certain circumstances, 30 hours) of free early education per week during term time from the beginning of the term after their third birthday until they either go into a reception class or reach compulsory school age (the term following their fifth birthday). The following dates show from which term your child will be eligible for the 'free early education entitlement'. Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made.

Birthday on or between	Eligible to start
1 January – 31 March (inclusive)	Summer term
1 April – 31 August (inclusive)	Autumn term
1 September – 31 December (inclusive)	Spring term

Children accessing free early education can claim up to 570 hours per year. This may be either 15 hours per week over 38 weeks or 30 hours per week over 51 weeks (stretched hours). Please note that totally 'free' places are subject to availability. Where applicable, for children attending the free hours only, please contact the Nursery Manager. The free hours must be claimed over a maximum of 5 sessions per week, which cannot exceed 15 hour per week.

Parent consultation meetings

We hold meetings as per each child requirements in addition to termly reviews of assessments known as summative reports and 2-year-old checks. We also hold meetings with parents whose children have additional needs.

Daily feedback.

Daily feedback is provided on a daily basis about the progress of your child on the day verbally, for the toddlers the feedback is given with the use of feedback sheets. Please feel free to discuss any issues with your child's key person at any time. A concern can often be easily resolved by talking about it at an early stage. In addition, the Nursery Manager should be able to address any concerns that you may have.

Email and website

The nursery normally response to emails on a daily basis and updates the nursery website on a monthly basis. The nursery events calendar is emailed to all of our parents on a quarterly basis. To ensure your little one does not miss on any important events at the nursery. Our website is www.HappyWoods.co.uk and you can find our latest news on our Facebook page, HappyWoods nursery.



Nursery events

We hold regular events at the nursery such as open days, graduation ceremonies, charity days and seasonal events. All parents and children are welcome at these events as this is a great opportunity to share fond memories with parents, carers and the children in our care.

Suggestions

We welcome any suggestions or feedback from all our parents regarding all aspects of the nursery. Please feel free to discuss any ideas with us by speaking to the key person of your child or speak to the Nursery Manager in person or by email.

Nutrition

We follow the safer foods guidelines from the government in order to ensure we provide a balanced and nutritious meals for the children in our care. Our menus are displayed on the nursery notice board and are rotated every 3 weeks and change on a termly basis.

Breakfast – We offer a selection of sugar free cereals, toast with butter and milk.

Lunch – freshly prepared on a daily basis our meals consist of a main course and pudding, using ingredients from the main stream super markets e.g. Asda, Tesco and Sainsburys.

Tea – Is a lighter meal consisting of e.g. soups with pitta bread and humous, assorted sandwiches, fish fingers potato wedges and vegetables ect.

Mid-morning and afternoon snacks – fruit or vegetable sticks with breadsticks or crackers. Drinks – water (available throughout the day), milk. For bottle fed children, you need to provide ready to use cartons or pre-measured formula and sterilised bottles.

6.FOOD ALLERGIES AND INTOLERANCES

During the registration process, the Nursery Manager and the key person will carry out a risk assessment during the settling in period. A care plan and emergency procedures will be agreed with you, based on the information provided to us.

Then, we normally request from other medical professionals such as the child's Doctor for eligible proof to ensure that we are able to meet your child's needs. Your child's details will then go on the nursery dietary requirements sheet and a copy then goes to the kitchen area for the nursery cook. The cook will always provide a suitable alternative, as similar to the original meal as possible.

7. MEDICINES

Medication prescribed by a doctor, dentist, nurse or pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given when prescribed by the above and for the person named on the bottle for the dosage stated
- Medicines must be in their original containers with their instructions printed in English
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note

the details of the administration on the appropriate form and another member of staff will check these details

- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
- The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
- The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
- Parents must notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, at the prescribed time and in the prescribed form and 2 senior staff members will witness the medication being given to the child.

Non-prescription medication (these will not usually be administered)

- The nursery will not administer any non-prescription medication.
- An emergency nursery supply of fever relief (e.g. Calpol) if is a high temperature over 38C and parent will be contacted prior to confirm the consent for the child and secure an early collection for the child. Anti-histamines (e.g. Piriton) will be stored on site in case the child has an allergic reaction.
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day, the nursery will make every attempt to contact the child's parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form.
- For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine.



8. SAFEGUARDING CHILDREN

Child Protection

HappyWoods nursery takes very seriously the safety of all the children in our care and strives to maintain all of its policies and procedures in line with the UK law guidelines for children for safeguarding and child protection, intimate and safe care, whistleblowing, allegations against staff, Prevent Duty, online safety, use of mobile phones and other electronic devices and social networking policy. HappyWoods nursery staff have been fully trained and will follow the necessary procedures, based on the situation in question and will apply referral process to report concerns with the parent/carers and ultimately the local children's social care team Mash and Local Authority Designated Lead (LADO) to report concerns.

Children Attendance

HappyWoods nursery staff records on a daily basis the attendance of all the children in a sign in /out sheet which is completed by a staff member of the nursery. If by 10:00am a child has not come into the nursery, the Team Leader of the nursery, will then contact the parent to ensure the child is okay and to find out the reasons for the absence. If there is a continued pattern of absence, the Nursery Manager, will contact the parent and arrange a meeting to discuss the reasons for absenteeism and see a way forward to improve the attendance of the child.

Special Educational and Additional Needs

HappyWoods nursery staff closely monitors the well-being and development of the children based on the Early Years Foundation Stage Framework guidelines. This process is done on a daily basis through observations by the key practitioner allocated to the child who will then assess the needs the child may have within the developmental areas. Any concerns regarding your child's development will be raised with the nursery special educational needs co-ordinator (SENCO), who will then discuss this with the parent/carer and your child's key person, a course of action. The nursery will also seek support from the designated Early Years Advisory team allocated to the nursery. The nursery will obtain your consent prior to this being arranged. Confidentiality will be maintained at all times and no decisions will be made without your consent.

Equality

HappyWoods nursery provides a nurturing and caring service across the board to all the children in our care. In order to ensure that all children flourish based on their individual abilities and needs. This is done by providing an inclusive practice for special educational needs, looked after children and dealing with discriminatory behaviour.

9. HEALTH AND SAFETY

HappyWoods nursery conducts daily risk assessments checks when opening and closing the nursery in order to ensure the premises, toys provided to the children, nursery resources and fire exits are free from any hazards for the children and staff in our premises.

Accidents and incidents



There are also risk assessment forms in use on a daily basis for any accidents and incidents occurring to the children. In the event of an accident or incident, the staff witnessing the event is responsible for completing a risk assessment form, which must be signed by an additional witness, and the Nursery Manager to ensure the right care is provided to the child. In case of a head injury the parent will be contacted straight away and collection of the child will be recommended and medical support as necessary.

Responding to specific illness and sickness of children who are ill or infectious

HappyWoods nursery follows a sickness and illness policy and infection control policy. Please ensure that if your child is ill, but still able to come to nursery, you speak to the Nursery Manager in the morning, so that we are aware and can support your little one better. Please see below link to the government infections control policy for nurseries and schools. The Nursery Manager will discuss with the parent in more detail the policy once there is a case reported for a child that attends the nursery.

https://www.publichealth.hscni.net/sites/default/files/Guidance_on_infection_control_in%20schools_poster.pdf

Administering medicines

HappyWoods nursery provides all parents during the induction process permission forms to be able to gain consent to administer medications whilst the children are in our care. The parent will also need to complete a medication form to describe the medication and details relating to the medication plus a medication log, which will be completed during the times the medication is given by two members of staff including a senior staff member.

COVID19

The latest government update as of October 2020, the Government updated their information regarding reporting confirmed cases of coronavirus (COVID-19) and what to do if a child is displaying symptoms of coronavirus (COVID-19).

You can access the link for further information:

<https://www.gov.uk/coronavirus/education-and-childcare>

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

Main changes to previous guidance

- the use and disposal of face coverings
- maximising use of sites and ventilation within settings
- journeys, such as pickups and drop offs
- attending more than one setting
- a child with symptoms attending a setting
- visitors to settings, including new admissions and settling in

- use of outdoor private and public spaces
- supporting children's and staff well being
- new SEND legislation
- EYFS disapplication's ending on 25 September 2020
- emergency first aid

Since 20 July, early years settings have no longer been required to keep children in small, consistent groups within settings but can return to normal group sizes. We have consider on how they can minimise mixing within settings, for example where they we use different rooms for different age groups, keeping those groups apart as much as possible.

Where recommended, use of face coverings

As a nursery setting we have implemented as of October 2020, the use of face masks for all staff attending the setting and have also introduced the temperature checks for all staff and children in order to stop the virus from spreading but also to minimise the risk of infection for health and safety reasons. The children do not need to wear facemasks as this will be disruptive for them and it is not a requirement until present. However, we do ask parents to wear one at the point of dropping and collection from the setting and appropriate signage is on display to maintain the 2-meter distance rule.

When working with children

At the nursery, we ensure that children clean their hands regularly, including:

- when they arrive at the setting
- when they return from playtime
- when they change rooms
- before and after eating
- each time the toilet facilities are used

The 'catch it, bin it, kill it' approach continues to be very important, so we have ensure that we have enough tissues and bins available in the setting to support children and staff to implement this routine.

Actions to consider and implement:

In line with the risk assessment we have put in place a cleaning schedule ensures that cleaning is generally enhanced and includes more frequent cleaning of rooms that are used by different groups

- E.g. frequently touched surfaces being cleaned more often than normal
- Clear procedures for maintaining cleaning processes for food preparation areas, dining areas and table
- Different groups do not need to be allocated their own toilets, but toilets are cleaned regularly and children are encouraged to clean their hands thoroughly after using the toilet.



- Hand sanitisers have been implemented at the entrance of the setting, in each room and each practitioner has been given their own personal one to ensure there is constant health and safety self-hygiene practices in operation.

• **Notify Ofsted**

Any confirmed cases of coronavirus (Covid-19) in the setting (either child or staff member), and/or if the setting is advised to close as a result, should be swiftly reported to Ofsted through the usual notification channels.

Managing behaviour

HappyWoods promotes positive behaviour policy and biting policy for all the children in our care. If a child is experiencing difficult behaviour issues, the child will be supported accordingly to his own needs such as by following the golden rules e.g. good seating, we care for our friends etc then his key person will speak to the parent and work together a plan to support the child as needed.

10. Complaints and Compliments

At **HappyWoods Nursery**, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery. Where any concern or complaint relates to child protection, we follow our *Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery Manager. The manager will then investigate the complaint and report to the parent within **five working days**. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.



(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Early Years Adviser allocated to the nursery Stephanie Hussain Stephanie.Huseyin@enfield.gov.uk; and if still not satisfied with the resolution then parents can contact Ofsted; who is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately. If still unhappy you can contact Ofsted on 0300 123 1231.

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection, the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.