



**St Anne's College Nursery –**

**Parents & Carers Handbook 2024**

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## **1. Introduction**

St Anne's College nursery is a full-time day nursery that caters for up to 12 children aged 6 months – 5 years. St Anne's college nursery is one of the oldest settings within the University, it was founded to provide childcare for tutorial fellows and staff of the college.

We value the need for close communication between the nursery and our families. This handbook provides an overview of how we will work with you as parents/carers. We look forward to getting to know you and offering your child a safe, caring and discovery filled environment.

More information and further detail about specific policies can be found in our policies and procedures document on our website.

## **2. St. Anne's College Nursery Statement of Purpose**

St. Anne's Nursery is a part of St. Anne's College and is run on behalf of the College's Governing Body. The primary aim of the Nursery is to serve working parents/carers by providing a safe, happy, and stimulating environment for the children in its care. The nursery seeks to achieve this aim in a cost-neutral manner. The Nursery's intent is to enable parents/carers to devote time and focus to their professional development and service to the College, University and broader Oxford community. In particular, the purpose of the Nursery with regard to specific stakeholders is:

- To the College and University: to support and promote the gender-equal professional success and career progression of its members, when they are also faced with the demands of raising young children.
- To the parents/carers of enrolled children: to give them confidence and peace-of-mind that their children are safe, well-cared for, and provided with appropriate stimulation and rules.
- To the enrolled children: to help them enjoy and learn through free and structured play, while encouraging them to develop socially, emotionally, physically and intellectually.

## **3. Aims and Objectives**

Our aim is to provide a happy, safe and stimulating environment for your child to gain new experiences. To enjoy and learn through unrestricted play and structured activities, while encouraging them to develop socially, emotionally, physically and intellectually. We strive to create a warm friendly environment so your child will feel secure.

## **4. Our vision**

A positive approach and a can-do attitude lie at the very heart of St Anne's College Nursery. Challenges are embraced, standards are set high. We are passionate and flexible practitioners. We understand that individual children have different needs and learn in different ways, but they are all equally important. We want children in our care to leave us with a joy and enthusiasm for learning. Parents/carers are invited to contribute to the learning process. We run the nursery as a community in partnership with parents/carers what learning takes place at home and what they would like their child to learn. We place an emphasis on developing self-confidence and independence in order to achieve 'school readiness.'

## 5. Opening times, drop off and child collection

St Anne's College Day Nursery is open from 8:45am - 5:15pm.

Parents/carers are requested to drop off their children from 8:45am. We aim to support requests for parents/carers who would like to come into the nursery and provide a short update on the child. However, this is not always possible given staff duties at the time.

Parents/carers are requested to arrive in enough time to pick up their children and be out of the setting by the 5:15pm closing time. If for any reason you will be late collecting your child, please contact the nursery on 01865 274868 so the staff know how long you are going to be, this also helps to reassure your child that you are on your way. We aim to support requests for parents/carers who would like to come into the nursery and have a short update of the child's day. However, this must be done before 5pm and is not always possible given staff duties at the time and the need to safely close down the facility. After 5pm, please wait outside and we will get the children ready with their belongings.

Mobile phones or other devices should not be used, including calls and photographs, whilst inside the nursery or nursery porch at any point during drop off or collection.

The nursery requires contact details of parents/carers, and authorised adults who are able to collect their child (the home address and telephone number, place of work including telephone/mobile numbers). If a child is to be picked up by a new person, the manager or the child's key person will need to meet or be introduced to that person in advance.

Parents/carers should introduce any friends and family who may collect their child to the staff and on which days they will collect their child. If this is not possible a photograph of the person collecting should be provided, and a form will need to be completed by the parents/carers, with an arranged password.

In an emergency, a child may need to be collected by an adult that members of staff have not met. The name, address and telephone number of the authorised person is recorded, we also require some form of identity, for example, a driving licence or an official letter addressed to them. In the event of a child not being collected by an authorised person please refer to our Child Collection Policy.

## 6. Late collection

Children remaining in our care after the agreed collection time, or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified. We appreciate that sometimes there may be circumstances beyond parent/carer control affecting the prompt collection of your child.

If you expect you will be late collecting your child in our care, please call the nursery on 01865 274868 at your earliest convenience and discuss the possible arrangements with the manager/deputy manager.

Parents/carers must arrive in good time to ensure collection before the closure time. Parents/carers arriving late, after the 5:15pm closure time, will incur a late collection fine of £10 for every 5 minutes late. **Late collection will be logged by the nursery staff and any additional charges added to the monthly invoice.**

In the instance of a child not being collected from the nursery after a reasonable amount of time, for example thirty minutes, has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child.
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.
- In order to provide this additional care a late fee, referenced above, will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

## **7. The facilities**

St Anne's nursery is a full-time day nursery, located in a purpose-built detached building within the grounds of St Anne's College. The Nursery is comprised of a nursery office, one main room, children's bathroom with a nappy changing facility, and a kitchen; there is also an outside play area. The main room is divided into two sections: an area for the under 2's and an area for the over 2's.

The outdoor space sits to the north of the building and extends the whole length. It is rectangular in shape with a beech hedge splitting it into sections. The surface is partly of flagstones that run 3-4 deep across, and the rest is mainly laid to lawn running to the beech hedge at which a gate leads into a sensory garden with a raised bed at one end and an area for storytelling. The outside area has a large sunken sandpit with some shade, some raised flower beds for growing, a wooden play house, a storage area for the wheeled vehicles, a workshop/painting area and shelving to accommodate a variety of building blocks. The garden has an outdoor shade covering half the garden to ensure the children can play outside in all weathers.

The children have their own cube boxes to place all their belongings.

## **8. Security and access**

The Nursery has a door entry system with a code so that only members of staff are able to enter the building. There is also a second lock (key) on the Nursery door, once children are inside the building, the door is then locked from the inside for double security. This is for staff only and must not be operated by parents/carers.

To enter the nursery please ring the bell and a member of staff will greet you. Parents/carers are encouraged to wait outside to avoid overcrowding and for the safety of the children. If it is safe, and an appropriate time of the day, a member of staff will let you in.

## 9. The Staff

There are five members of staff currently working in the Nursery, all employed by St Anne's College. All staff members are experienced and hold a recognised Level 3 childcare qualifications. New staff members will not be left unsupervised until the disclosure and Barring Service has cleared all checks. Casual and agency staff must have DBS clearance when working at our setting.

### Ratios and supervision

All the permanent staff at St –Anne's have at least a level 3 qualification and because of this we can easily change our staffing to suit the ratio of children. We have a Manager in place who works full time and two deputy managers who cover each side of the week. We follow department for education statutory guidelines which state we need a staff to adult ratio of:

- Children under 2 years require 1 member of staff for every three children
- Children 2 - 3 years require 1 member of staff for every 4 children
- Children 3 - 4 years old require of 1 member of staff for every 8 children present

Children are adequately supervised at all times including during meal times where staff will sit with the children to make meal times a social and hopefully interesting experience. Some of the younger children/babies sleep in large prams in the open air, they are checked regularly during their sleep time to ensure their safety Whilst playing outside the children have freedom. Our garden is designed so there are places to hide, play and spend time as an individual. But children are within sight or hearing at all times. The garden is approx. 13x20m so every child will be seen or heard easily. During water play activities a member of staff will directly supervise at all times. Especially when it is a large-scale water play where the children have the opportunity to stand/paddle in the water or mix it with sand. We have a free flow system that is in operation all the time. This gives children the chance to lead their own learning (play indoors or outdoors). To give children this opportunity we spread out the staff to cover all areas i.e., one inside, one outside, and one staff member floating.

There is also a Nursery Fellow — a member of the College's Governing Body. The Nursery Fellow is Chair of the Nursery Management Committee whose members support the Nursery Fellow, Manager and Deputy to manage the Nursery.

## 10. Parent/carer Partnership

We are pleased to welcome prospective parents/carers to look around the nursery to talk to the staff and see us in action. Once a place has been allocated, we have a settling in period which comprises a series of visits before your child starts so that they can become familiar with the nursery and the staff. We also discuss your child's learning and what they enjoy doing.

On the second visit we encourage you to leave your child for a short time with their key person who will care for them. When your child starts coming to the nursery, they will have many things to learn. Firstly, coping without their parents/carers, socialising with other children of different ages and accepting other adults, then learning the nursery routine (play, mealtimes, sleep).

The Early Years Foundation Stage (EYFS) Framework requires strong links between home and nursery, and we welcome a partnership with parents/carers if they would like to spend time in the nursery with us. Every parent, guardian, grandparent and friend of a child will have a valuable skill set that we can use at the nursery to enrich the experience of every child. For example: contribute to a new topic or an activity such as - reading a story, cooking, planting or sharing special interest or celebrations with the children.

Staff will value the home routines of the child as much as possible. However, there is an understanding that the boundaries of the settings may not always allow for us to accommodate specific request. We also encourage our children, as they get older, into the general routine of the setting.

Ongoing dialogue is encouraged, and staff will, where possible, involve the parents/carers in any changes of routine that may have occurred regarding the child.

### **11. Communication**

All communication must be directed through the main nursery channels which are operated during opening hours.

- Email: [nursery@st-annes.ox.ac.uk](mailto:nursery@st-annes.ox.ac.uk)
- Telephone: **01865 274 868**

If parents/carers have the personal numbers of staff members, they should not use these to communicate about their child's nursery requirements. The dedicated nursery channels ensure that someone from the nursery will be able to help you and ensure any information is passed on in the appropriate manner.

- Emergency 24-hour contact: **01865 274 800 (St Anne's Porter's Lodge)**

In an emergency you can contact the St Anne's Porter's Lodge who will be able to help or pass on an out of hours message on your behalf.

### **12. Key Person**

We operate a key person system where your child is allotted to a particular member of staff. A key person has special responsibilities for working with a small number of children giving them the reassurance to feel safe, well cared for and for building relationships with their parents/carers. A key person will help your baby or child to become familiar with the nursery and to feel safe and confident within it.

Whilst we operate a key person policy, we are also a small nursery with a family focus. All of our staff get to know every child and will contribute to their learning journey, development and contact with parents/carers.

Where possible, your child's key person will be available at the beginning or end of a session to greet you and your child and informally share information, records of development and any concerns you may have. Alternatively, parents/carers can request a specific meeting with the child's key person.

### **13. Food and drink**

We ask parents/carers to bring a lunch into the setting with their child that the nursery staff will prepare to your specification. This should be a healthy and balanced lunch that will fuel the child for the afternoon session at the nursery. We do advise that lunches will be served to the children as they arrive in packed lunch boxes. We hope that this will aid school readiness and allow children to develop good habits. Lunch time is around 11:45 – 12:45 with mid-morning snack (around 10:30) and mid-afternoon snack (around 15:30).

Parents/carers should ensure food that could be a potential choking hazard i.e., grapes or olives are cut to a manageable size for their child's individual needs. We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts. We also **ask parents/carers not to include nuts in their child's packed** lunch for the sake of those who may have an unknown nut allergy. Parents are also requested to bring empty water bottles to the setting, we are not able to have liquids in the nursery that haven't been prepared on site.

We work closely with parents/carers to ensure that medical, cultural, and dietary requirements are met and respected by all staff. We see it as a key part of our job to introduce children to a range of food and drink that is new and interesting. We are able to store, prepare and feed using expressed breast milk if provided.

#### **14. Equality and Diversity**

The nursery is committed to valuing and respecting the differing backgrounds of the children we care for so that each child is valued as an individual. As children's learning is largely influenced by the ideas, attitudes, and practices of those in close contact with them staff are aware of the importance of developing ways of working and talking to the children which provide positive attitudes and images towards all individuals regardless of race, culture, religion, language, disability or sex/gender. We strive to ensure that the nursery environment is free from racist or sexist influences, and that the class, cultural and religious backgrounds of the children are respected.

#### **15. Safeguarding children**

We recognise that all staff and the management team have a full and active part to play in protecting our children, and their welfare is our paramount concern. The management committee takes seriously its responsibility under section 11 of the Children Act and duties under working together to safeguard and promote the welfare of Children; to work together with other agencies to ensure adequate arrangements exist within our setting to identify and support those children who are suffering harm or are likely to suffer harm.

We provide a safe, caring and stimulating environment that promotes the social and physical development of each individual child. Ensuring that the children are free from discrimination or bullying where they can learn and develop into well rounded individuals.

More information on our safeguarding children policy can be found in our policies and procedures handbook on our website.

#### **16. Behaviour (including biting)**

We hope to deal with all types of undesirable behaviour in a positive way without the need for threats or punishment. We establish clear boundaries and consistency in behaviour management and expectations. We want children to feel secure and comfortable with their boundaries in place. The nursery staff are actively involved in the promoting good behaviour. This is done to the best of our ability in a way that:

- Promotes children's welfare
- Builds high levels of self-esteem
- Introduces the idea of mutual respect

Undesirable behaviours such as biting, kicking and pushing are dealt with quickly and calmly. Attention is focused on the child who has been upset or hurt, undesirable behaviour is not rewarded with lots of one to one attention. Staff will, of course, work with older children who have a greater level of

language and comprehension 'emotion coaching' mostly through a mixture of real-life experience and storytelling - we hope this will develop early feelings of empathy.

It is very important that a member of staff should only deal with situations they have seen happen with their own eyes. A staff member must never act on the word of a child, the situation might have been misunderstood. If undesirable behaviour is seen or turns into a pattern staff will start to make detailed observations to help work through the issue. Information such as:

- Time/Date
- What triggered the incident
- The nature of the incident
- Others involved
- Did a member of staff, or members of staff, see the incident, people's opinions may vary. Staff collaborating to look at an incident can be valuable and help to spot triggers or patterns in behaviour.

When dealing with any form of undesirable behaviour we are always conscious that children are actively learning to deal with a vast range of what must be overwhelming new feelings and emotions. No further reference about the incident should be made when it has been dealt with, the child should be allowed to go about their day as normal. Please see more information on behaviour and biting in our policies and procedures handbook.

### **17. Special Educational Needs and Disabilities**

We are committed to ensure that all children are equally valued, welcomed and included. This includes taking steps to ensure their abilities or learning needs are catered for. At our setting we recognise that children with special educational needs and disabilities (SEND) can face additional safeguarding challenges. Our policy reflects the fact that additional barriers can exist when recognising abuse and neglect in this group of children.

We strive to provide a platform where the children's needs are met sensitively and confidently, we also aim to be a constant support to parents/carers. We value and acknowledge each child's individuality by giving them praise and encouragement, to help them feel good about themselves.

All staff understand the need for consistency and continuity of care.

### **18. Payment arrangements and notice periods**

Fees are charged annually (based on 10 sessions /week), payable over 12 months. For parents/carers who are paying by salary sacrifice (through University or College), payments of fees will be deducted monthly. For parents/carers who are not paying by salary sacrifice, College will raise invoices every month which are payable upon receipt. Full payment must be made in a child's absence.

St Anne's College issues monthly invoices for nursery fees payable. Full payment is due 30 days from the date of invoice, (the due date). Please advise [invoices@st-annes.ox.ac.uk](mailto:invoices@st-annes.ox.ac.uk) once you have made your payment, with the amount you have paid.

If paying by voucher, or through a salary sacrifice arrangement, it is the parents/carers responsibility to ensure payments arrive by the due date. Please check with your provider about how long the payment will take to arrive in our bank account and advise [invoices@st-annes.ox.ac.uk](mailto:invoices@st-annes.ox.ac.uk) accordingly.

To withdraw a child from the nursery, two months, on either side, or earlier if possible must be given. Fees will be chargeable if adequate notice is not given.



## 19. Late fees

If you anticipate difficulty of delay in paying your invoice on time, please contact [invoices@st-annes.ox.ac.uk](mailto:invoices@st-annes.ox.ac.uk) as soon as possible after the receipt of the invoice, and at the latest within 30 days of the invoice date, to discuss the matter with a member of Treasury staff, who will endeavour to assist you.

Failure to discuss late payment, or non-receipt, will mean the application of a late payment fee of £25 per month. This amount will be added to your next invoice. Ultimately, failure to discuss payment delays, agree a way forward, or continued late payments may result in the discretionary withdrawal of childcare. Exclusion decisions will be made, as a last resort, by the Nursery Committee after three months delayed payment.

## 20. Health and Illness

No child should be brought into nursery if they are unwell. We will not be able to accept children who are:

- Running a high temperature (38 degrees or over as stated by the NHS)
- Suffering from any kind of contagious disease see list [A2 Schools poster Oct 2022 FInal.pdf \(hscni.net\)](#)
- Children suffering from sickness and diarrhoea must stay at home until 48 hours after last vomit/diarrhoea episode.

Should a child become unwell during the day the parents/carers will be contacted as soon as possible, it may be necessary for the child to be collected as soon as possible to prevent an illness spreading through the nursery, and for the child's wellbeing.

If a child has a high temperature, they will be sent home. The following day children are welcome to return to the nursery providing the parents/carers have closely monitored the temperature and it is now within the normal range. The child should also feel 'well in themselves' and exhibit their normal behaviour.

We exclude children on antibiotics for the first 24 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions) to ensure there are no adverse effects, as well as to give time for the medication to take effect.

The nursery manager may, at their discretion, ask any parent/carer to take their child home, if staff think that the child is not well enough to be at nursery. If the manager thinks it necessary, the parent/carer should produce a note from the doctor saying that the child is fit to return.

Please telephone the nursery by 10am if your child is unwell or unable to attend nursery that morning.

## 21. Medicines and immunisations

**Medications will only be given to children if it has been prescribed by their GP.** Parents/carers must first complete a medication permission form, this will need to be signed by the parent/carer every day until the course has finished. These prescription medicines will be administered by two members of staff who will then sign the consent form to say the dose was measured, checked and then

administered correctly. Medicines in other containers, such as medicines mixed in water or milk, cannot be administered by the nursery unless it is prepared on site under staff supervision.

Paracetamol will not be given by the nursery under any circumstances. If the child is in a position where they need it, then the safest place for the child is at home.

The nursery asks that if a child has a 'live immunisation' such as for chicken pox, that parents/carers let the nursery manager know in advance. There may be members of staff at the nursery who have a lowered immune system and may need to be shielded from the child for up to three weeks.

## **22. Learning through play**

We strongly believe that children learn best through play. 'Every child has a right to play.' Play is vital for a child's development physically mentally and socially. It allows for interactions with others and to soak up the environment they are in. Structured play and free, unrestricted play with no adult interference will stimulate children's imagination and overall well-being. Allowing children to take risks and challenge themselves through play is important in developing resilience and will also help foster a can-do attitude that will help them become lifelong learners.

## **23. English as Additional Language (EAL)**

As a university nursery we welcome many international children where English is an additional language. If a child starts with no knowledge of English, we monitor them carefully. Some children settle into the environment and are happy to pick up spoken English from other children and staff. We recognise that the existing nursery children are a valuable resource in this situation.

Other children may find the new language and environment more of a barrier in which case we introduce measures:

- Longer settling in period.
- Key/relevant words from native language and personal family environment, such as nicknames.
- It may be helpful to introduce a picture exchange communication system (pecs) individual to the child.
- Working with the child at their own pace is essential.
- We will be in constant communication with parents/carers to discuss progress.
- We will always respect and value the child's first language and cultural identity.

## **24. Clothing**

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather. You are advised to send your child in practical clothes rather than very smart or expensive ones. We ask that all clothing is named.

For Infant/toddlers, please provide:

- Three changes of clothes
- An adequate supply of nappies or pull ups ( cream if required)
- Warm outdoor clothes (mittens, hat, boots) in the Autumn and Winter
- Suncream, sun hats, boots and raingear in the Spring and Summer

For older children, please provide:

- Three changes of clothes
- An adequate supply of underpants

- Skid-proof, non-marking indoor shoes and wellingtons
- Warm outdoor clothing (mittens, hat, scarf) in the Autumn and Winter
- Suncream, sun hats and raingear in the Spring and Summer

## **25. Toilet training**

No one knows your children better than you. The nursery will be happy to support your decision to start toilet training. However, before starting any training that involves the nursery or the staff, we ask that you consult the nursery manager or the child's key worker so they can advise on toilet training for your child and the setting.

We strongly recommend that children who are in the process of toilet training wear clothes that are easy to remove, no jeans belts or braces this encourages self-help skills and independence. Although a member of staff will always be on hand to help. Extra spare clothes and underpants will almost certainly be needed when you feel your child is ready for toilet training.

If you wish for your child to use a potty the nursery will be able to provide one, or if you would prefer you will be able to bring in your own from home. This might make the whole experience slightly more comfortable for your child.

## **26. Nappies**

We ask you to provide nappies for your child during their time at nursery. The nursery will provide baby wipes and make sure your child is clean and comfortable throughout the day.

## **27. Sleep routine**

Staff will value the home routines of the child as much as possible within the boundaries of the settings Health and Safety constraints and while guiding the child into the general routine of the setting.

It is vital children get the sleep they need to function and grow their cognitive, physical, and emotional development. It is crucial for a child's health and wellbeing that enough sleep is had and important that we encourage restful and quiet times at the nursery.

Between 12:45pm and 2pm is our set sleep time at the setting, however we know that babies may sometimes have their own routines, specific to them which we will follow with guidance from parents/carers. Some parents/carers may not want their children to sleep, and this will be discussed during the settling in period.

We will distract and discourage sleep if a parent/carer has requested for the child not to sleep, however we will not physically keep your child awake. Similarly, if the child does not want to sleep, we will not force them.

## **28. Screen time**

We encourage a broad range of active learning activities. Screen time will not be scheduled daily but is used at times in the setting. It will only be used for music and movement activities, to support learning opportunities or to tie in with the children's current interest. It may also be used on an ad hoc basis for quiet/wind down times after a busy day or energetic activities.

The following guidelines are in place for screen time:

- The staff will vet programmes before the children view them to ensure that; they are suitable both in content and in length for the age of children that they are working with and to ensure that they have a relevant learning purpose.
- Only children over the age of 2 will have screen time.
- Screen time will be limited to a maximum of 30 minutes on any day and should not be scheduled daily.

### 29. Admission Policy

Our admissions policy can be requested or found on our website. We offer Full-time places only. £50 deposit is required to join our waiting list.

### 30. Outings

From time to time, we like to take the children out of the nursery and off of the College site on different outings. Written permission is obtained from each parent/carer before any outing. More information and our policy on outings can be found in our policies and procedures handbook.

### 31. Babysitting

We do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask nursery staff to babysit for their children and as such it is important to clarify some points regarding private arrangements between staff and parents.

**The nursery is not responsible for any private arrangements or agreements that are made; this is between the staff member and family.** We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews, references, full employment history and DBS checks as well as several other processes.

Whilst in our employment all staff are subject to ongoing supervisions, observations and assessments to ensure that standards of work and behaviour are maintained in accordance with our policies. **We have no such control over the conduct of staff outside of their position of employment and can accept no responsibility for a staff member's actions when they are outside their employment with us.**

Out of hours work arrangements must not interfere with the staff member's employment at the nursery.

All staff are bound by contract of the Confidentiality Policy and Data Protection Act that they are unable to discuss any issues regarding the Nursery, other staff members, parents or other children.

The nursery has a duty to safeguard all children whilst on our premises and in the care of our staff, however, **this duty does not extend to private arrangements between staff and parents outside of school hours.**

Should a staff member in a private arrangement outside of their employment hours have concerns, they should independently report this through the usual safeguarding channels or the police.

If a staff member is to take the child at the end of that child's day the nursery manager will need to be informed in advance and will require written permission from the parent/carer.

A list of staff members who are willing to babysit in a private arrangement, and their contact details, can be requested from the nursery manager.

### **32. Complaints procedure**

We believe that our nursery provides good care and education for all our children, and that management and all staff work very hard to build positive relationships with all parents and carers. However, if you have a complaint or concern about your child's care at the setting you should be able to discuss and highlight them through an informal discussion with your child's key person.

If you feel the concern is not dealt with effectively then we encourage parents to discuss this with the nursery manager.

Our aim is to resolve any complaint through talking and mutual understanding, and, in all cases, we put the interests of the children above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

If we cannot resolve a problem informally then we have a formal complaints procedure which can be followed. A complaints record form will need to be filled in with attached supporting documents. This information will be passed on to John Banbrook (Domestic Bursar and the nursery line manager) and the Nursery Fellow, Edwin Drummond who will review and prompt an investigation where required.

More information can be found in our policies and procedures handbook on our website.