

Bluebells Day Nursery

Bluebells



DAY NURSERY



# Parent And Carer Handbook

Nursery proprietor: Helen Lloyd

Area Manager: Kathryn Smalley - Bebington & Bromborough

Deputy Manager: Georgia Dixon - Bebington

# Bluebells Day Nursery

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## Introduction to the Nursery

### Welcome to Bluebells Day Nursery.

As a parent or guardian, we know that you demand the very best for your child. When it comes to their care, meeting standards simply isn't enough - You want to know that the people responsible for the welfare of your child in your absence will consistently exceed your expectations.

The decision concerning your child's future is not one that you will reach easily or take lightly. It is our hope that we can make this decision process simpler by demonstrating our commitment to quality childcare.

We hope that this handbook will be a useful guide to help settle your child into the nursery and act as a reference document for the future. If you have any questions please speak to the nursery manager or a member of staff. We are all here to help.

Whilst this handbook provides some of our policies and procedures you can request a full copy from the nursery manager who will be able to provide an electronic copy or you can visit our website where there is a copy. We also have a copy in our entrance hall for your convenience.

### Aims and goals

Our primary goal is to ensure that we provide the highest quality childcare that is both accessible and affordable. Our nursery will differentiate itself by a passionate attention to detail in everything we do.

Your child will be safe, loved and stimulated in an efficient, well maintained and above all homely environment. We will promote a healthy understanding and respect for natural values in all aspects of the nursery. We aim to encourage the development of each child to enable them to maximise their potential within a caring and stimulating environment.

Above all, we want your children to leave our nursery with the confidence and skills to help them meet the challenges that lay ahead in the school system and beyond. We passionately believe this to be a joint effort between the nursery and parents and to the end we will promote the right environment for that partnership to succeed.

### Our mission statement

To provide quality, affordable and stimulating childcare, accessible to local families, with an emphasis on safe but fun, loving and exciting care.

We will give all children the opportunity to develop to their full potential by providing a wide range of planned activities that reflect a multicultural and non-discriminatory perspective.

We value the importance of listening to the needs of children and their parents or carers in order to benefit the child.

## Admission policy

Bluebells Day Nursery operates an anti-discrimination policy. We welcome all children and staff from all ethnic origins, religious backgrounds, faiths and those who have special needs.

We have a booking system, which operates on a first come first served basis, although we give priority to families who have existing children attending nursery. It may be necessary to put your child on our waiting list; however we endeavour to place all children as soon as possible.

We aim to work with you to best meet your childcare needs. To help us do this you will be required to complete a Registration Form and particular attention is given to identify any additional needs your child has. All information supplied by parents is treated in the strictest confidence.

Bluebells Day Nursery reserves the right to refuse entry or placement if we believe this will be detrimental to the care and well-being of your child, or the children in our care.

## Settling in procedure

We recognise and understand the anxieties for both children and parents when starting at nursery. Some children will settle in on their first visit and others will take a little longer to get used to a new environment. The settling of a parent and child into nursery life is a very important process.

We will contact you before your child's start date to arrange some settling in sessions. The number of settling in sessions will depend on yours and your child's needs. Some children may take longer to settle into the new environment than others. We will arrange 2 sessions initially, lasting between half an hour and an hour each and after the second session we will discuss further your child's needs and if we feel they need any more sessions, we will always give enough time to fit more in. We encourage you to leave your child with their key worker for a short time. During your child's settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite things to do, sleep pattern etc. This information enables us to care for your child's individual needs and will help them in their settling in process.

## Your child's first day

At Bluebells we provide all resources, linens, hot meals, snacks, breakfast, nappies, creams etc. We opt for Asda's own brand. If your child is allergic to this particular brand we ask you to provide an alternative for them. You only need to bring with you a spare set of clothes and any comforters which your child may require. We often have messy play activities and art activities so please don't send your child to nursery in their best clothes. We also spend time each day in the garden so please ensure your child has suitable clothing for example a warm coat and gloves in winter months, sun hat in the summer months. All items must be clearly labelled. We ask parents NOT to use plastic bags for their child's belongings, as a safety precaution. If your

child is attending funding hours only please refer to the terms and conditions for what you should provide.

## Things we need to know

- We need to know all about your child to enable us to help your child settle. We ask you to complete a registration form and let us know about any issues or concerns you may have.
- We ask for you to provide us with a basic routine for your child so we know roughly what they are expecting to happen and when to help them during their settling in process.
- We ask you to complete an all about me Pack before your child's first day so we know about their likes, dislikes as well as favourite activities and toys.
- We must have full details of how to contact you in case of an emergency and have at least 2 other contactable people available in case we cannot reach you. You must let us know immediately if any of these details change.
- We need to know about the collection arrangements for your child, if you change these arrangements we must be notified beforehand. We reserve the right to refuse collection of any child without prior notification to us of a change of person. Anyone under the age of 16 will not be allowed to collect your child.

## Things you need to know

- If your child has an infectious disease e.g. chicken pox, we ask that they are completely free of infection before they return. If your child is prescribed antibiotics and is well enough to return to nursery before the dose is completed, a minimum of 24 hours must have elapsed before a child can be allowed to return to nursery. Please remember if a child returns to nursery before they are fully fit, they may infect other children, or catch another infection because their immunity is low.
- If your child is on prescribed medication then we will be able to administer on your behalf providing the medication is required more than twice a day. The medicine must have clearly marked your child's name, doctor's name, date and dosage required. We will ask you to sign a medication consent form prior to administration. We will only administer one dose of prescribed medicine in a day. (please see our full medicine policy for more information)
- If your child has an accident at nursery we will tell you what happened and what action was taken. You will be asked to sign the accident book in your child's room. If their accident is of a serious nature you will be contacted immediately.
- If your child has an accident at home we ask that you tell us what happened and what action was taken. You will be asked to sign an "accident at home" form. Under the Safeguarding Children procedures if a significant injury is noticed then we will have a duty to inform the Safeguarding Children unit. At all times we put the welfare of the child as our primary concern. We do hope you understand our position on this.

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- Please ensure that you have fully read and understand the terms and conditions of Bluebells. If you have any questions please speak to the nursery manager. The terms and conditions are non-negotiable.

## Our routine (may differ slightly between each setting)

The nursery opens our doors at 8am and closes at 6pm. For morning and afternoon sessions please refer to our terms and conditions. We have a basic routine that we follow but at the same time we are very flexible and go with the individual needs of the children.

8.00 - 9.00am	Children arrive and are welcomed to nursery
9.00 - 9.30am	Breakfast is served
9.30 - 10.45am	Children are involved in free play in our areas of continuous provision as well as planned activities with their key people. This will involve outdoor play, creative play, messy play, role play, construction etc.
10.45-11.15am	Children are involved in songs and stories, rhyme time, music and movement etc.
11.15 - 11.45am	Lunch is served
11.45-1.30pm	Children go to sleep where age appropriate. Those who do not sleep are involved activities with staff. Pre-school have phonic, language and literacy time
1.30-3.00pm	Children are involved in free play in our areas of continuous provision as well as planned activities with their key people. This will involve outdoor play, creative play, messy play, role play, construction etc.
3.00-3.30pm	Snack time
3.30-6.00pm	Children are involved in group activities, stories and songs, music and movement etc. Children are collected.

- Toileting and washing hands will be undertaken as and when throughout the session.
- Nappies will be changed in the morning and afternoon and any soiled or full nappies in between.
- We brush the children's teeth once a day, at least an hour after lunch.
- Water bottles/and beakers are provided throughout the day and are refilled with fresh water on a regular basis.

## Nursery events

We hold regular events at the nursery such as fun days, charity weeks and seasonal events, please see our website events calendar and Facebook page for updates on events.

## Suggestions

We welcome any suggestions or feedback from you regarding all aspects of the setting. You can discuss any ideas with us or pop them in the suggestions box in the hall; alternatively you can always email suggestions to [bluebellsinfo@gmail.com](mailto:bluebellsinfo@gmail.com) Bromborough [bluebellsbeb@gmail.com](mailto:bluebellsbeb@gmail.com) Bebington

## Our staff

Our staff are selected very carefully, not only for their qualification and experience but also their love of children. We understand that continuity of care for the children is paramount and for that reason we are totally committed to promoting staff loyalty.

## Our ratios

Our staff to child ratios are guided by the Ofsted regulations for nursery aged children:

Age of child	Staff - Child Ratio
Under 2 years	1:3
2 Years	1:4
Over 3 years	1:8

The Early Years Foundation Framework requires the person in charge of a nursery and the deputy to have an appropriate Level 3 qualification or qualified teacher status that specialise in the Early Years.

We expect all staff to obtain First Aid and Food Hygiene within 3 months of appointment, and to keep them up to date.

## Key person

You will often hear the phrase 'key person' in and around the nursery. Whilst the children are cared for by all staff in their room, it is important that we meet the individual needs of the children and that you have a specific person that you can approach to share information with about your child. Your child will be assigned a key person at your settling in sessions, you will receive an 'all about me' book to take home to get to know a little bit about your child's key person. They will share information with you about your child and ensure that their individual needs are being met. They will be responsible for planning activities for your child to help them achieve their next steps. They will observe their key children, and make assessments on their progress which you can view in their learning journal.

The role and purpose of the key person system is to:

- Ensure that all children receive consistent and continual care in all aspects of their development.
- Provide an environment where children can feel safe and secure and also gain confidence in themselves and others.
- Use the early year's outcomes guidance for support, taking into account each child's abilities and individual needs when planning for their activities.
- Ensure that the health and well-being of the child is considered with upmost importance, and that individual caring and development needs are met.
- Ensure that parents are kept informed of all aspects of their child's care and development.

## Early year's foundation stage

Curriculum for all children is based around the Early Years Foundation Stage (the EYFS). The EYFS is how the government and early year's professionals describe the time in your child's life between birth and school age (5 years). We follow a legal document called the Early year's foundation stage framework. The framework exists to support professionals working in the early year's sector and guides us in our role in helping your child's development. We use the EYFS to plan, assess and observe the children and their development.

The EYFS Framework explains how and what your child will be learning to support their healthy development.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through **7 areas of learning and development**.

Children should mostly develop the **3 prime areas** first. These are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in **4 specific areas**. These are:

- Literacy;

- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it's designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

For more information about the EYFS please download our parent's guide to the early year's foundation stage framework.

## Developing a positive partnership

Within our nursery, a good working relationship with parents is paramount to the education and development of every child. We aim to make your child's early years experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the nursery team. We welcome a parent's guidance and knowledge because they know their child best.

We would like parents to know they are always welcome in the nursery to discuss any concerns they may have. Arrangements can be made for private discussion at a mutually convenient time. If any member of staff has any concerns about your child in our care they will always meet with the parent privately to discuss any action that may need to be taken.

## Joint parental responsibility

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

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.

## Information for parents

# Bluebells Day Nursery

The nursery will be inspected by Ofsted every 3 to 4 years. You can view our most recent inspection report on the Ofsted website [www.ofsted.gov.uk](http://www.ofsted.gov.uk) or if required we can provide you with a copy. You can also find it displayed in the entrance hall.

We aim to give you as much information about Bluebells as possible. We have various display boards around the nursery offering information on EYFS, food, our staff, policies etc.

Daily handovers are given with feedback about your child's day along with a written my day for the babies. Please feel free to use this as an opportunity to discuss any issues with your child's key staff. A concern can often be easily resolved by talking about it at an early stage. You can also contact the nursery manager at any time by email on [bluebellsbeb@gmail.com](mailto:bluebellsbeb@gmail.com) or [bluebellsinfo@gmail.com](mailto:bluebellsinfo@gmail.com) depending on setting.

## Baby sitting

Bluebells day nursery does not provide a baby sitting service outside of our normal operating hours. We are not responsible for any private babysitting arrangements or agreements that are made between a parent/carer and a member of staff. We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the arrangements.

## Meals and Snacks

As part of our all-inclusive approach we will be providing a full range of meals, snacks and drinks for your child during their day at our nursery. A typical day will include:

Breakfast - Lunch - Snack

We believe healthy eating is extremely important in the development of young children. We recognise that children should be able to enjoy food as well as learn good behaviour for the future. We aim to provide a balanced, nutritious and varied menu, which is both appealing and appetising to all of the children.

We acknowledge that the sugary foods and drinks, fatty foods or foods containing additives are almost unavoidable in the modern diet. However we have tried our best to plan our menus to minimise these influences and encourage enjoyment of a wide range of foods, including multi-cultural produce.

Meals are prepared using fresh ingredients and the menu is displayed on the parent's notice board and around the nursery.

Breast feeding is encouraged and Mothers are welcome to drop in throughout the day to either breast feed or drop off expressed milk. For bottle fed children you will need to provide ready to use cartons or we can order a box of formula milk in, clearly labelled with your child's name, which we will prepare with boiled water when required. Weaning takes place alongside parent's wishes and current recommendations. All weaning foods are provided.

We welcome suggestions from parents on any aspect of the children's meals and snacks.

## Food allergies and intolerances

As allergies and intolerances are becoming more common place we need to closely monitor all food stuff entering the premises. We are unable to accept any foods, pre packed or otherwise, including children's birthday cakes, at the nursery. Please make sure your child does not bring any food or food packaging into the nursery - unless permission is granted beforehand.

If your child suffers from a severe allergy we will have a meeting with you prior to your child's first day. We will carry out a risk assessment. A care plan and emergency procedures will be agreed with you based on the information you provide us with. Where applicable we will work alongside health visitors and other medical professional to ensure that we are able to meet your child's specific needs. We will always provide a suitable alternative as similar to the meal planned as possible.

## Vegetarian/ dietary requests

For all vegetarian children we will provide alternative meals and snacks as close to the meal planned as possible. If you have a preferred choice due to religious beliefs we will always provide a suitable alternative.

## Policies and procedures

We believe a successful nursery is a combination of skilled and caring people with efficient and effective policies in place. Our policies and procedures are fundamental to ensuring we maintain the highest standard at all times. Our policies and procedures is a robust, working document that govern the way we operate our nursery and are openly available for parents and Ofsted to view.

Policies and procedures are in the heart of everything we do and for that reason they are regularly reviewed, updated and maintained. Some of our main policies are briefly below. If you wish to see the full policies and procedures they are available to view in our entrance hall or the manager can send you an electronic copy via e mail upon request. You can also view them on our website [www.bluebellswirral.co.uk](http://www.bluebellswirral.co.uk)

## Safeguarding children

Safeguarding children in our care is of paramount importance to us. More detailed information can be found in our full policies and procedures.

All children have a right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event we have concern regarding any child we will act upon them. Any member of staff who has a concern will raise it with the nursery local safeguarding children's board coordinator. It is the responsibility of the coordinator once a concern has been reported to assess the potential risk the child may be facing and the action that needs to be taken e.g. immediate referral or monitoring and recording.

All staff in the nursery are aware of their responsibilities regarding safeguarding children and receive regular training as well as update to procedures as and when they occur.

To ensure that staff are suitable to work with children they all undergo a disclosure and barring check prior to being allowed unsupervised access to the children. We also have a thorough recruitment process to make sure staff are suitable to work with children. Staff who have not been police checked and we have not received their DBS check, will not be left alone with the children and will not be able to take the children to the toilet or change any nappies.

## Special educational and additional needs

We aim to provide all children with a broad and balanced learning environment that is committed to the integration of children with additional needs. Our philosophy is that all children should have the opportunity to develop to their full potential alongside other children in an educational environment. We aim to provide a learning environment suitable for all children including those with special and additional needs.

## Emotional and behavioural management

It is central to the philosophy of Bluebells that staff should be very positive at all times towards the children, towards each other and towards the nursery. Any issue or problems arising with children, other members or staff or parents should be discussed in private with the manager. The passing of negative comments about parents, other staff or children is not acceptable in any form.

Behaviour which is regarded as being totally unacceptable for children and staff is swearing, physical violence, bullying, physically destructing toys and equipment and disrupting other children's play.

We believe in positive behaviour such as sharing, taking turns, respecting others and ourselves, and being polite. Where possible children will be distracted away from unacceptable behaviour.

We promote positive behaviour such as sharing, taking turns, respecting others and ourselves, and being polite, and where possible children will be distracted away from unacceptable behaviour. We promote positive behaviour through praise, rewards such as stickers/certificates and sanctions.

Tantrums will be ignored as long as the child does not hurt him/herself or any other child. We must understand tantrums as a learning and development process that all children experience at

some time. We have a named person who has overall responsibility for issues concerning behaviour management.

## Equal opportunities

We are committed to promoting equal opportunities and all children in our care are treated with equal respect regardless of ethnic origin, gender, disability, race or religion. We respect medical, cultural and dietary needs.

We actively ensure there is no discrimination in any of the services we provide, and how we employ our staff, and promote positive action to overcome effects of any past discrimination in order to remove any barriers to equal access.

Good childcare involves valuing each child equally and affirming the positive value of different cultural and family backgrounds.

If a parent or child's first language is not English, we will contact appropriate agency advice and assistance.

As a setting we consider discriminatory behaviour/remarks unacceptable.

Our policy is fully implemented at Bluebells, starting with staff induction. All staff are made fully aware of the policy, during their induction and understanding and agreement to adhere to the policy is checked.

## Our Prevent duty

Bluebells day nursery is fully committed to safeguarding and promoting the welfare of all its children and their families. As a nursery we recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability. At Bluebells all staff are expected to uphold and promote fundamental principles of British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs. In formulating this policy we have taken into account guidance from the department for education who has called for all public bodies to make explicit their preventative measures to minimise the threat of extremism in their setting.

### What is the prevent strategy?

Prevent is a government strategy designed to stop people becoming terrorists or supporting terrorist or extremist causes. The Prevent strategy covers all types of terrorism and extremism.

### How does the prevent strategy apply to nurseries?

From July 2015 all nurseries, school and other organisations have a duty to safeguard children from radicalisation and extremism. This means we have a responsibility to protect children from

extremist and violent views the same way we protect them from neglect or abuse. Importantly, we can provide a safe place for pupils to discuss these issues so they better understand how to protect themselves.

## What does this mean in practice?

Many of the things we already do in school to help children become positive, happy members of society also contribute to the prevent strategy. These include:

- Exploring other cultures and religions and promoting diversity
- Challenging prejudices and racist comments
- Developing thinking skills and a strong, positive self-identity
- Promoting the spiritual, moral, social and cultural development of pupils, as well as British values such as democracy.

It is about teaching children values such as tolerance and mutual respect whilst making sure discussions are age appropriate for the children involved.

We will also protect children from the risk of radicalisation, for example by using filters on the internet to make sure they can't access extremist and terrorist material, or by vetting visitors who come into bluebells to work with children.

This policy should be read alongside the safeguarding, equal opportunities, e safety and anti-bullying policies.

## Promoting British values

The government set out its definition of British values in the 2011 prevent strategy and these values have been reiterated in 2014. This sets out the need for "British values" to help everyone live in safe and welcoming communities where they feel they belong. Not unique to Britain, these values are universal aspirations for equality. As such they are fundamental to helping all children become compassionate, considerate adults who form part of a fair and equal society. At Bluebells these values are reinforced regularly and in the following ways. A full list can be found in our policies and procedures.

### Democracy - making decisions together

- Children help to decide upon their room "rules" with each child contributing.
- Staff encourage children to know their views count and to value the views of others.
- Staff encourage children to talk about their feelings and value other peoples.
- Staff support children to make decisions and provide activities that involve turn taking, sharing and collaboration.

### Rule of law - understanding rules matter as cited in Personal, Social and Emotional development

- Staff ensure that children understand their own and others behaviour, consequences, and learn to distinguish right from wrong.

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- Staff collaborate with children to create "rules", for example to agree to tidy up when we hear the triangle, and ensure that all children understand they apply for everyone.
- Visits from authorities such as the police and Fire service help reinforce these messages.

## Individual liberty - freedom for all

- Children are encouraged to make choices knowing that they are in a safe and supportive environment.
- Children are provided with opportunities to develop their self- knowledge, self- esteem and increase their own confidence in their own abilities.
- Staff encourage the children to reflect on their differences and to begin to understand we are free to have different opinions.

## Mutual respect and tolerance - treat others as you want to be treated

- Managers and staff create an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children engage with the wider community.
- All children are encouraged to treat each other with respect.
- Staff encourage and explain the importance of tolerant behaviour such as sharing and respecting other people opinions.
- Staff provide experiences and offer resources that challenge stereotypes.

## Health & Safety

We will ensure the safety and the suitability of the premises both indoor and outdoor, furniture, equipment and toys through staff following policies and procedures designed for this purpose. Daily checks are made to ensure the safety of the rooms and equipment. Regular risk assessments are carried out to minimise any potential hazards. We use the Early Years Foundation Stage welfare requirements to safeguard and promote children's welfare.

Please note that only staff are permitted to open the nursery door to allow access to others into the building. We kindly ask that you refrain from opening the nursery door for others, including parents that you may recognise.

## Fire safety

Regular fire drills are carried out to ensure that children are familiar with the process and fire exits are kept clear at all time. A register is kept of all visitors in the building.

**The evacuation signal is a continuous ringing of the fire alarm. If you hear this please leave the building immediately and follow staff to your nearest assembly point.**

# Bluebells Day Nursery

## Useful Information

### Bebington Nursery\_0151-645-3330

OFSTED reference number EY424737

Address: 32 Higher Bebington Road  
Bebington  
Wirral  
CH63 2PP

Bank details

Account name	Bluebells (Beb) Ltd
Sort code	83-04-25
Account number	10051057

E-mail address [bluebellsbeb@gmail.com](mailto:bluebellsbeb@gmail.com)

### Bromborough Nursery - 0151-792-3405

OFSTED reference number EY472238

Address: Gratix Road,  
Bromborough,  
Wirral  
CH62 7BW

Bank details

Account name	Bluebells (Brom) Ltd
Sort code	40-15-04
Account number	51811207

E-mail address [bluebellsinfo@gmail.com](mailto:bluebellsinfo@gmail.com)

## Useful links

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

Child tax credits - [www.direct.gov.uk](http://www.direct.gov.uk)

Family tax credits - [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

OFSTED - [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## If you have any concerns

At Bluebells day nursery we aim to provide a safe, secure and happy environment for children to prosper and develop. It is our intention to give a high standard of care and nursery education in our setting. We accept that despite our best efforts, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concern.

Should you have any compliments or concerns regarding the care or any other aspect of the nursery, please in the first instance raise them with the nursery manager who will be only too happy to help address any issues. If the manager is unavailable and the matter is urgent, then the deputy manager will be able to help.

In the unlikely event that an issue is not addresses satisfactorily, we have a grievance procedure which outlines our escalation process. Parents may also contact the Director of the nursery, Helen Lloyd on [bluebellshelen@gmail.com](mailto:bluebellshelen@gmail.com)

## Complaints procedure

- If a parent has a complaint about a service we are providing, they are asked to speak initially to their key person, if they do not feel confident they can raise their complaint with the nursery manager.
- The complaint will be recorded and a full written response will be provided within 28 days. Parents will be asked to put their complaint into writing and will be advised that at any time they can contact Ofsted directly.
- The complaint will be investigated by the manager and the directors will be informed.
- On completion of an investigation, if needed, an action plan to improve our service will be put in place.
- We will complete the complaints record book and this will be available for parents to view in the nursery. This record must be available to Ofsted when they inspect the nursery. Records must be kept for 10 years from the date on which the record was made.

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- We will see concerns and complaints as a tool to enable the nursery to improve the service we provide.

The address of Ofsted is:

**ARC Team Ofsted**

**Piccadilly Gate**

**Store Street,**

**Manchester,**

**M1 2WD**

**Telephone no: 0300 123 1231**