

Partnership

Parental involvement

We believe that children benefit most from early years education when we work together in partnership with parents, involving them in their children's education and in the full life of Panda Nursery.

- We ensure on-going dialogue with parents to improve our knowledge of the needs of their children through our online journal system, parent's appointments, regular emails and an open door communication policy.
- The Director can be contacted by:
 - email: ali@panda-nursery.co.uk
 - phone: 07812 522492
- We welcome the contributions of parents, in whatever form these may take and encourage them to share their children's learning with us through Tapestry
- Our complaints procedure is displayed in reception.
- We encourage parents to support and participate in activities such as our Open Music Day, Sports Day, Christmas Party and Christmas Play.
- We ask that parents keep us up to date with change of details and family situations which could affect their child.

Working in partnership with other agencies

This is an example of the agencies we work with:

- Medical consultants and therapists (Paediatric Consultants, Speech & Language Therapists, Education Psychologists)
- Schools
- Other settings
- Child-minders and nannies
- Ofsted
- Environmental Health
- Surrey Early Years
- Surrey Wildlife Trust

We ask all parents to consent to sharing information with the above, on our registration form.

Example of the type of information we share:

- 2 Year check with child-minders, nannies and other settings
- Focus Child reports and next steps for an individual child with other settings they attend, we also ask for feedback from them and invite them to visit the child in our setting.
- Transition forms for children going to school and we invite the teachers into our nursery

Making a complaint

- Panda Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.
- We welcome suggestions on how to improve Panda Nursery and will give prompt and serious attention to any concerns about the running of our setting.
- We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, below outlines a set of procedures for dealing with concerns. We aim to bring all concerns about the running of Panda Nursery to a satisfactory conclusion for all of the parties involved.

Making a Complaint

Stage 1

- A parent who has a concern about any aspect of Panda Nursery should first discuss their complaint with the child's Key Person, Room Leader or Ali Thompson. Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent should speak with the Director to escalate the complaint and put the concerns or complaint in writing. You can email ali@panda-nursery.co.uk
- We endeavour to inform parents of the outcome of our investigation into the complaint within 28 days of complaint being made.
- All complaints that reach this stage or beyond are recorded on our Summary Complaints Record. This is made available to parents as well as to Ofsted inspectors on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the Panda Nursery Director. Both sides should have another representative with them at the meeting. An external mediator could also be called into help settle the complaint.
- All details of the meeting are recorded as above.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Surrey Safeguarding Children Board

- Parents may approach Ofsted directly at any stage.
- The number to call Ofsted with regard to a complaint is: 0300 1234 234
<https://www.gov.uk/complain-about-school>
- These details and a summary of our complaints procedure are displayed on our notice board in reception.

This policy was adopted on: December 2010

Last reviewed: February 2019

Date to be reviewed: February 2020

Signed on behalf of Panda Nursery:

Alison Thompson - Director

A handwritten signature in black ink, appearing to read 'Alison Thompson', written over a horizontal line.