

1. Partnership with Parents/Carers

1.1 Partnership with Parents/Carers

Our team is committed to working in partnership with parents/carers to achieve a consistent and complimenting balance of home and nursery life for each individual child in our care.

Sunshine Daisy Nursery aims to achieve this by having complete transparency in all policies and procedures, encouraging an open door atmosphere and sharing as much information as possible to build and maintain strong relationships.

Our Company encourages all feedback and will try wherever possible to accommodate the individual needs and requirements of every child attending Sunshine Daisy Nursery.

1.2 Settling In

At Sunshine Daisy Nursery we believe that all children are unique and understandably the time it takes to adjust to life at nursery can vary. In order to help with this transition and support your child in becoming familiar with the nursery environment we offer up to two "settling in" sessions each two hours long which can be pre-booked free of charge.

In these sessions you and your child will be introduced to your key person, who will go through your child's routine, answer any questions you have, and act in the weeks to come as the first point of contact and friendly face at nursery for both you and your child.

1.3 Arrivals, Departures and Uncollected Children

Sunshine Daisy Nursery will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session. To aid with this each child will be signed in by a member of staff upon arrival, and signed out by their parent/carer when departing.

If for some reason your child is not collected at the end of the session, the following procedure will apply:

- If no contact has been made by the parents/carers, the manager will call the parent/carer and any other contact numbers stated on the nursery application form in order to ascertain the cause of the delay, and how long it is likely to last.
- If no contact can be made, a message will be left on any answer machine requesting a prompt reply.
- Whilst waiting to be collected the child will be supervised by at least two members of staff.

- If, after repeated attempts, no contact has been made with a parent/carer, and a further period of 30 minutes has elapsed, the manager will call the local children's services for advice. (0845 603 5620)
- In the event of children's services being called and responsibility for the child being passed to them, the manager will attempt to leave a further message with the parent/carer. Furthermore, a note will be left on the door of the premises informing the parent/carer of what has happened and how to contact the local children's services department.
- Under no circumstances will the child be taken to the home of a member of staff, or away from the premises unless absolutely necessary.
- Late charges may be applicable and are outlined in the *Admissions and Fees* policy.

1.4 Admissions and Fees

To apply for a place at Sunshine Daisy Nursery you will need to complete an application form and return it with a £100 deposit. Upon receipt of the completed application form and deposit, the admissions office will contact you via post to confirm that the place you have requested is either available or that you have been placed on a waiting list. If you are on a waiting list your £100 deposit will be refunded and you will be informed as soon as the next place becomes available.

Prior to your child's start date you will be contacted by a Manager to arrange any "settling in" sessions as outlined in our *Settling In* policy.

One month's notice in writing, or payment in lieu of notice, is required if you wish to withdraw your child from the nursery or change your booked sessions. We will try to accommodate such changes where possible, however this cannot be guaranteed. There may be occasions where a reduction in sessions may result in the loss of your child's place at nursery. Your preferences will be stored on a waiting list and you will be contacted when these sessions become available. Please note due to the variance in term dates you will still need to inform the nursery in writing one month before your child is due to leave us to attend school.

The level of fees will be set by the Company and reviewed periodically taking into account the Company's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.

Sunshine Daisy Nursery closes 6pm on the last working day before Christmas and reopens 8am on the first working day in January, during which time no fees are payable.

Sunshine Daisy Nursery will be closed during all other Bank Holidays of the year, however as staffing costs equate to over 80% of our outgoings we are not able to give full concessions in exchange for Bank Holidays and 50% of all fees will be payable.

Payment of fees should be made by the date set on the invoice prior to the start of the month in question.

Fees can be paid by credit or debit card either in person or over the telephone, cheque, BACs transfer or childcare vouchers. If paying by either cheque or voucher please ensure there is sufficient time for funds to clear by the date set on the invoice. Fees can also be paid by cash; however it is important that all cash payments are made directly to a member of management. Please note we charge a £5 administration charge for each cheque that is returned unpaid by your bank.

If your fees are not paid on time the Company reserves the right to issue a formal warning to the parent/carer and inform them that continued late payment may result in their child's place being forfeit and that a late payment fee of £10 will apply.

Parents/Carers are strongly advised to arrange an appointment with the Management at the earliest opportunity if for any reason they are likely to have difficulty in making a payment on time.

In accordance with our *Arrivals, Departures and Uncollected Children* policy, incidences of late collection are recorded in your child's file, persistent late collections will result in the imposition of a fine and possibly the loss of your child's place at Sunshine Daisy Nursery. Late charges are currently set at £10 for the first fifteen minutes or part thereof, and £1 per minute after this time until your child has been collected.

1.5 Absences

Wherever possible, please inform the nursery if your child is due to be absent for a holiday, an appointment or if your child will not be attending their session due to illness.

Sunshine Daisy Nursery reserves the right for full payment during any absences.

1.6 Documentation

Sunshine Daisy Nursery complies fully with all regulatory record keeping obligations including regulations from Hampshire County Council, Ofsted and the Data Protection Act 1998.

All staff are aware that any information they receive at Sunshine Daisy Nursery is to be treated as sensitive and confidential. Records and information will be made available to parents/carers by written request unless subject to an exemption.

Sunshine Daisy Nursery holds no responsibility for ensuring that all information on your child's application form is up to date, it is the parents/carers responsibility to keep us informed in writing of any changes.

1.7 Employment of Staff

If you directly or indirectly employ a member of nursery staff within 12 months of their employment with us or permit such person to provide any childcare services to your child except those provided by us you agree to pay us 20% of that staff member's current gross annual salary or the gross annual salary at the time they left our employment. This figure represents the cost to us of recruiting a suitable replacement member of staff.

We do not permit nursery staff to babysit for you as this is a breach of their contract and will result in their receiving disciplinary action. The nursery can recommend several local babysitting agencies if it is required.

1.8 Complaints

Sunshine Daisy Nursery is committed to providing a high quality service, but accepts that sometimes things do not always go to plan. In such circumstances we want to know so that we can put them right and learn from our mistakes.

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in writing to the Nursery Manager, Claudia Padfield.

The manager will acknowledge receipt of the complaint, fully investigate and reply in writing within 10 working days.

If the parents/carers remain dissatisfied with the outcome of the response, the complaint can be escalated to the office of the registered person who shall acknowledge receipt of the complaint, fully investigate and respond within 10 working days.

Any parent/carer can at any time request an appointment to discuss their complaint in person.

Any parent/carer can at any time submit a complaint to Ofsted. Ofsted can be contacted either by telephone on: 0300 123 4666 or alternatively by post at: Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA.