

Please find listed some information we think may be useful for quick reference.

A full list of policies and procedures will be given in your parent pack upon starting the setting.

Settling In

Upon starting Pitter Patters the staff within your child's room will work in partnership with parents/guardians in order to help settle child into the nursery atmosphere.

We provide free of charge settling in sessions and normally find around 5 sessions are sufficient, however more/less can be given as there is no time limit on settling in a child, as every child is different.

Upon your child's first visit we will ask that you remain in the room with your child for the duration of the session as to help your child feel more at ease. During this time we will also get to know a bit more about your child's likes/dislikes, routines and any special requirements and will ask you to complete a welcome pack for us to keep on record.

If your child has any comforters you are welcome to bring them to the nursery to help them to settle in. We also ask that when your child attends they bring a spare set of clothes, nappies and wipes (if required) and any bottles and formula/expressed milk (if required). Also we ask for a drinking cup that can be left at nursery and made accessible to your child during their sessions in nursery.

Collecting your child

Prior to your child starting we will ask you to provide us with authorized people who can collect your child. If that person is going to be late or if any changes are made the nursery staff must be notified as soon as possible. Please note if you are late collecting your child on more than 3 occasions, late charges will apply. If the authorised person is unable to collect your child you must notify the nursery as soon as possible as to who is going to be collecting your child. Anyone collecting your child who is not on the authorised list and has not been seen before by staff will be required to provide a password.

If a family member or friend that we have met before arrives to collect your child, and you have not informed us of this, then a member of staff will contact you and confirm before we let your child go.

If we are unable to contact you and the passwords don't match then we will be unable to let your child leave the setting until we can contact you.

Nursery Closures and absence.

Pitter Patters will be closed for a week over Christmas and on all Bank Holidays.

Term dates for grant children will also be issued at the beginning of the year

The Nursery will still charge fees for the following absences: Sickness, occasional days off, all Bank Holidays, Christmas holiday and family holidays.

Paying

Fees are payable a month in advance. Fees are calculated across the year to give a set monthly fee. Our bank details will be provided on the bottom of your child's invoices to enable you to set up a standing order. Any extra sessions must be paid either on or before the date required.

Complaints

If a parent/guardian feels they have a complaint or an issue either involving their child or involving our nursery setting, you are first advised to discuss the matter with a member of staff or the nursery manager.

If the parent/guardian feels they cannot approach a member of staff in the nursery, or they feel the issue is not being solved, they can approach the social services department at the following address.

The National Business Unit

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel No-0300 123 1231

The nursery staff and manager will make every effort to resolve the matter within the nursery setting. All complaints are recorded and investigated. Serious complaints will be reported to OFSTED within 28 days.