



## **Partnerships Policy**

It is the policy of Farthing Wood Private Day Nursery to ensure that parents/carers have the opportunity to actively participate, at all levels, as partners, in the delivery of childcare services to their children. Through this we aim to enable parents/carers to feel comfortable in the nursery.

Farthing Wood aims to achieve this by:

1. All parents/carers will be welcome to visit the nursery at any time.
2. Ensuring that parents/carers have the opportunity to work with their children alongside key staff in the nursery.
3. Ensuring that parents/carers have the opportunity to review their children's progress on a regular basis with nursery staff.
4. Ensuring that parents/carers are informed about the policies, procedures and guidelines of the nursery.
5. Ensuring that parents/carers have the opportunity to meet with staff and other parents/carers to discuss relevant issues and concerns.
6. A suggestion system will be put into operation.

### **COMPLAINTS PROCEDURE**

If a parent/carer has an issue either involving their individual child or the nursery as a whole, they should in the first instance raise this issue with either their child's Key Person or the Manager of the nursery. If the Parent/carer feels unable or unwilling to raise the matter in this way, they can approach either:

- a. The Proprietors – Mrs C Westwood and Mrs E Hand
- b. The Manager – Miss Adele Carney
- c. Ofsted : Piccadilly Gate, Store Street, Manchester, M1 2WD  
Helpline: 0300 123 1231

In the first instance every effort will be made to resolve any matters within the setting of the nursery.

Issues raised will be dealt with within the following appropriate framework:

- a. A matter relating to an individual child should be discussed between the parents/carer and the Key Person or the Manager.
- b. Should the matter not be resolved, the issue will be brought to the attention of the Proprietors, who will meet with all parties involved.

- c. A matter relating to an individual member of staff should be discussed between the parents/carer and the Manager or the Proprietors. A meeting will be arranged with all parties involved.
- d. If the matter raised concerns a general or policy issue, it should first be raised with the Manager, who will report it to the Proprietors.

At all points throughout these processes the parents/carer will be kept informed of progress.

Should any complaint remain unresolved, it will be raised with:

**Ofsted: Piccadilly Gate, Store Street, Manchester, M1 2WD**  
**Helpline: 0300 123 1231**

### **SETTLING IN PROCEDURE**

Farthing Wood Private Day Nursery staff will work in partnership with parents/carers to settle their child into the nursery environment.

1. Once the child has been registered with the nursery, arrangements will be made for a nursery visit, so that the child can familiarise him/herself with the nursery.
2. During the first week, we advise 2 visits to the nursery of approximately 1 hour duration, where the parent/carer may stay with their child, so that the child feels settled and the parent/carer feels comfortable about leaving their child. No charge will be made for these hours.
3. For the first few sessions parents/carers may collect their child earlier if they so wish, although full nursery fees for that day will be charged.
4. No child will be taken on an outing from the nursery until he/she is completely settled in.
5. Some children may not settle into the nursery within the given period, this is not unusual. Given time, your child will settle into the nursery routine. In the initial period, your child will be given lots of attention and cuddles to reassure them.
6. The first time you leave your child at nursery we will contact you to inform you how they are coping with their new setting.