

Policy on Parent/Carer information

We will provide information to parents/carers when they are initially invited to come in and look around the school, through regular discussions with parents and through the parent's information boards displayed in each classroom. We also have lots of information relating to the nursery on our website, and termly newsletters. The following information will be made available:

- *The type of activities provided for the children.*
- *Daily/weekly overviews of the planning.*
- *The staffing of the premises.*
- *How and when food and drink will be provided to the children.*
- *Safeguarding children and equal opportunities policies along with information about where parents may view all the setting's policies and procedures.*
- *Information about the complaints procedure.*
- *How to contact OFSTED and make a complaint to OFSTED if they wish to.*
- *The procedure to be followed if a child is not collected at the appointed time.*
- *The procedure to be followed if a child goes missing.*
- *An introduction sheet, giving information and showing photographs of various areas within the class and the teachers working in the room*

Parents have free access to their child's developmental records via Tapestry. However, a written request must be made to view personal files on the children, and data protection rules must be taken into account when they refer to third parties.

Through both the completion of the registration form, and through regular discussions with parents we seek to gain information on the topics listed below.

1. *Any special dietary requirements*
2. *Any skin or hair care issues.*
3. *Any special words that the child uses or responds to, or which have a special meaning for the child.*
4. *The child's sleep routine, and any particular problems the child has with sleep.*
5. *Family member's - names used by the child for other members of the family.*
6. *Any language difficulties, noting also the situation if English is not the child's first language.*
7. *Health and medical situation, including any recent illnesses.*

In addition to the above we will request written parental permission at the time of a child's admission to the setting, to seek any necessary emergency medical advice or treatment in the future.

We recognise that just as children change, so family circumstances and family views change, and therefore this list will be reviewed with a parent/carer at least once every annually in order to ensure that it is fully up to date.

The parents will be informed that any changes made will be recorded on their child's registration form .

Child's name:

Date of update:

We have a written procedure for dealing with concerns or complaints from parents and keep a written record of complaints and their outcome.

We will investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We will provide OFSTED on request with a written record of all complaints made during any specified period, and the action which was taken as a result of the complaint.

All staff are aware of the need to maintain privacy and confidentiality at all times.

*This policy was adopted by the managers and staff, and updated on 17th March 2025
Signed on behalf of Busy Bees Nursery School*

“Our setting is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment”

