

## COMPLAINTS PROCEDURE

Complaints from our users will always be taken seriously because grievances or feelings of being aggrieved could be reflection of genuine deficiency or poor practice on part of the children's centre, or an individual, and action will need to be taken to make changes.

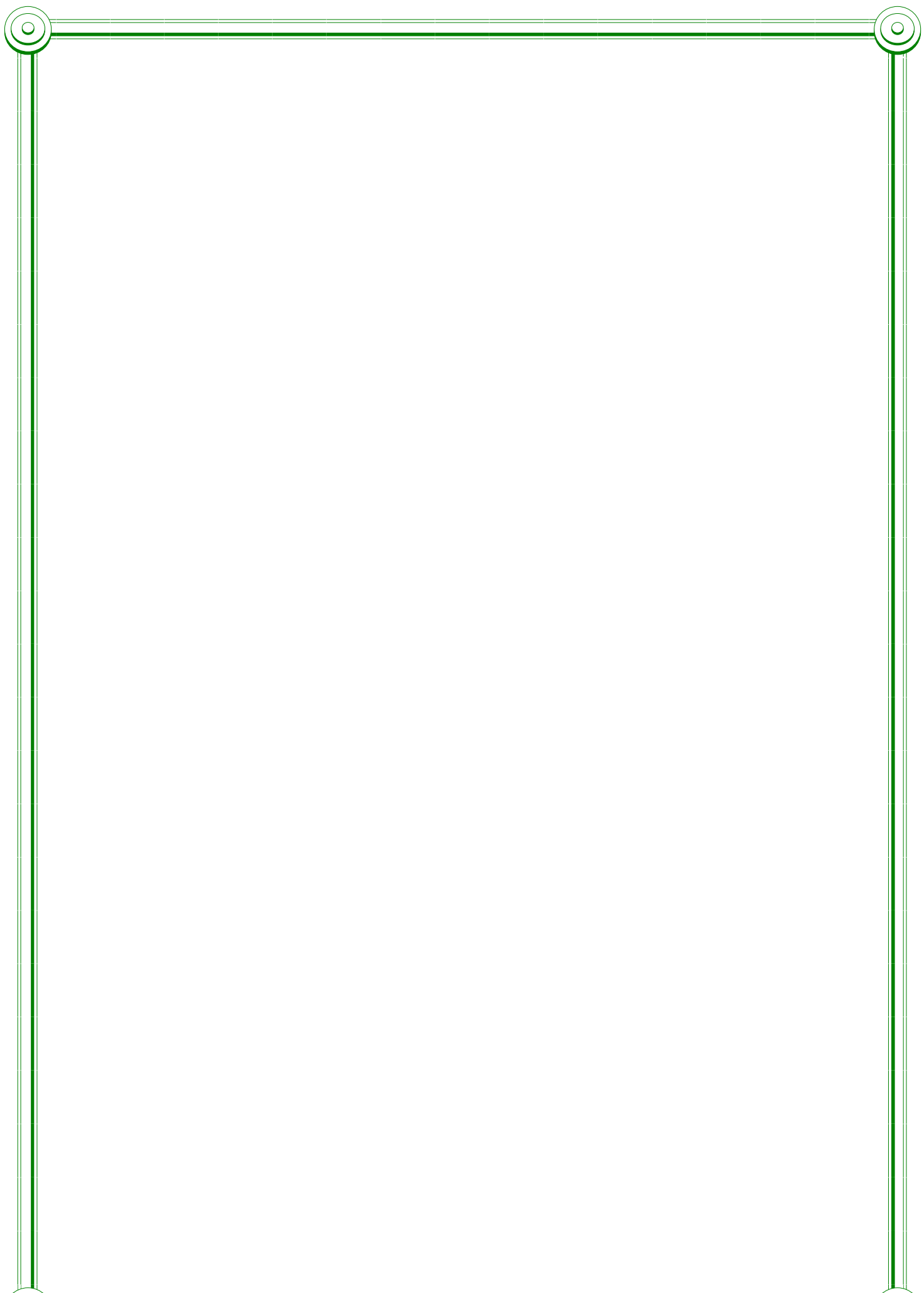
If you have a complaint: -

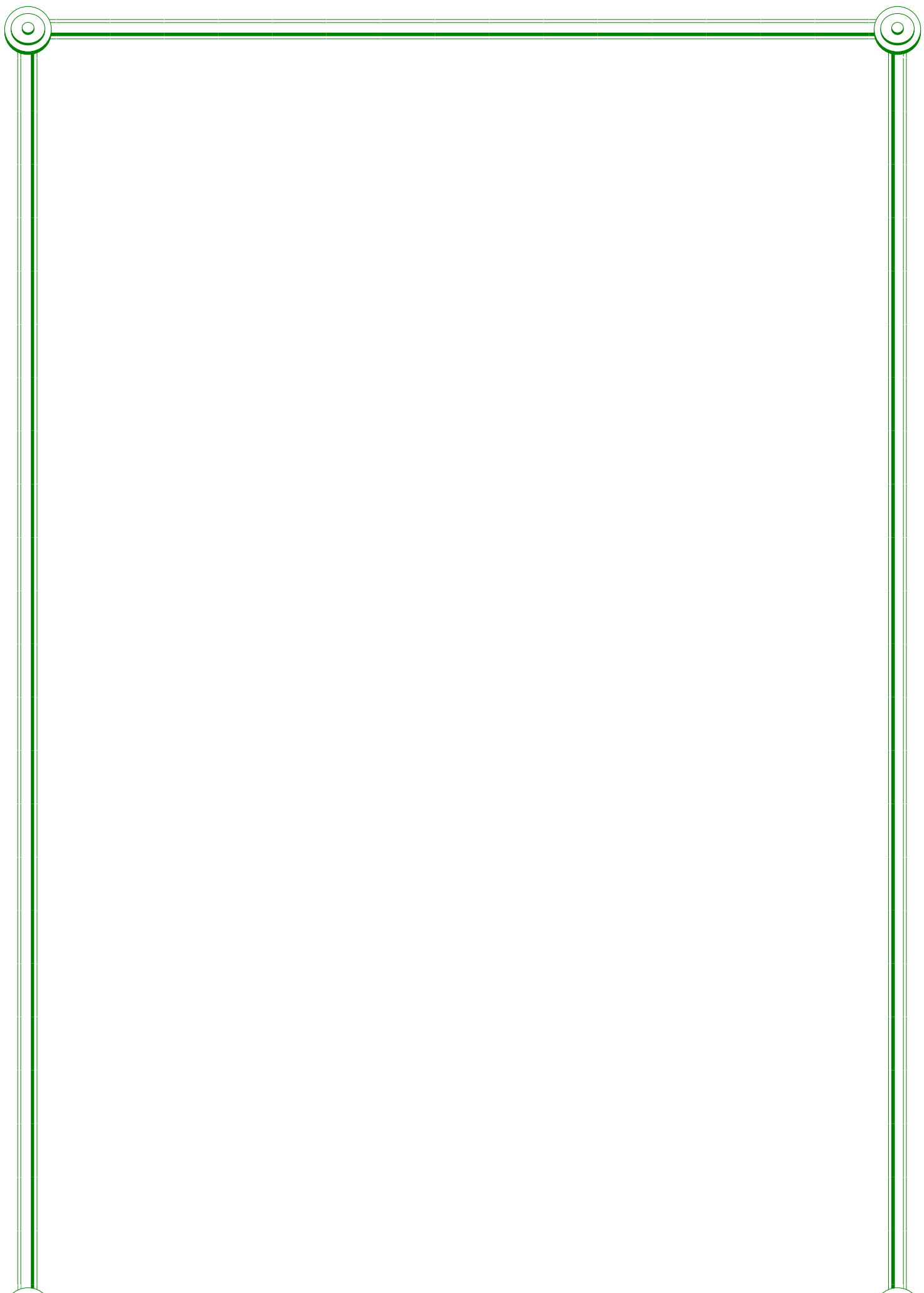
1. You can speak to your child's key worker or any other worker in the nursery unless requested; otherwise the worker will make a note of the complaint and make sure the nursery manager is aware that the issue arose.
2. If not satisfied with the response given, you should arrange to meet with the manager as soon as is reasonable, this will normally be within 5 working days. The Manager will discuss the complaint with you, investigate as necessary with anybody else concerned and give a written response within ten days.
3. At every point, we will make sure:
  - a) Your concern is taken seriously
  - b) Your concern is looked into quickly
  - c) You are given a feedback as soon as possible
4. We will do all we can to resolve any complaint or grievance but if a satisfactory solution cannot be found, please contact :-

OFSTED  
NATIONAL BUSINESS UNIT  
ROYAL EXCHANGE BUILDING  
ST. ANN'S SQUARE  
MANCHESTER  
M2 7LA

TEL. 08456 404040

Sign on the behalf of WKN \_\_\_\_\_ Proprietor/Manager





**THE CHILDREN'S DAILY ACTIVITIES ARE DESIGNED TO:**

- 1) Give the children the opportunity to learn through play
- 2) Enable children to develop a variety of skills
- 3) **Develop language** – through games, stories, nursery rhymes, singing etc...
- 4) Encourage motor skills – through playing with dough, picking up and fixing small objects together (e.g. Lego, puzzles, painting, drawing, playing games, and playing with equipments).
- 5) Encourage **pre-reading skills** - through matching colours and shapes (e.g. in sorting out objects in groups, puzzles), learning to handle and enjoy books
- 6) Encourage **social skills** - through group games, sharing toys, taking turns, imaginative play in the home corner, tidying up toys after play, co-operate games through learning to treat each other equally and regardless of gender, race or disability.
- 7) Enable **creativity** – through painting, colour matching, printing, using dough, singing and music.
- 8) Encouraging **technology skills** – through using computers, battery operated equipment etc...
- 9) Meet the **six arrears of learning** in order to reach the set of desirable outcome set by the school Curriculum Assessment Authority.
- 10) Enable parents to leave their children knowing they are safely cared for and in a stimulating, educational environment.
- 11) Help develop the child as a separate individual person. Being away from parents helps them prepare a child for school and rest of life.
- 12) Offer support to children whose families are in difficulty and thereby support the patients
- 13) Help children to reach their **potential**.

Please ask you child's key worker to show you plan and profiles.

- 1) The duty manager should ask all the children and staff to line up at the fire exit point. This should be an orderly exercise. The senior officer should check the rooms to locate all the children.
- 2) Deputy officer/ fire marshal should phone the fire brigade.
- 3) Main room - take the children out via the fire exit door. Pick up the register, children and staff calm. Gather the assembly point by Shelley's Groceries shop, which is the building opposite the snooker club.
- 4) Front Garden Area – take children out through the main gate to the assembly point.
- 5) Back Garden – take children around the side of the building to assembly point.
- 6) It is the responsibility of the manager/ deputy officer/ senior staff on duty to telephone the fire brigade, and check the building.
- 7) When all the staff and children are at the assembly point call the register.

**DO NOT ENTER THE BUILDING UNTIL IT HAS  
BEEN DELARED SAFE TO DO SO BY THE FIRE  
BRIGADE.**