



## Parent Information Policy



Parents/carers will be given information about the Nursery when they initially visit the setting. Information is displayed on the noticeboards, emailed, Newsletters, put in trays and through regular discussions with parents/carers.

The information that is available to parent/carers is as follows:

- Committee Meeting Minutes
- Fundraising Meeting Minutes
- Committee Contact Details
- Fundraising Committee Meeting Minutes
- OFSTED Inspection Information
- Complaints Book and Procedures
- Welcome Pack
- Term Dates
- Newsletters for Nursery and All Stars
- Booking Forms for All Stars
- Nursery Snack Contents
- Daily overviews of plans
- Staff working at the setting
- Staff qualifications
- Key person List
- Charities Commission Information
- Certificates

- Insurances
- OFSTED Registration Number and contact details
- Safeguard Information
- British Values
- Equality, Diversity and Inclusion
- Healthy Lifestyle Display
- Policies and Procedures
- Events taking place throughout the Year
- Fundraising Events and targets
- Nursery & Fundraising Newsletters
- First Aid, Health and Hygiene Information
- Nursery Contact Details
- Nursery Long term Plans

Parents/carers have access to their child's Nursery Journal at all times. Parents/carers have free access to their child's developmental records on request. Data Protection rules must be taken into account when they refer to third parties.

By Parents/carers regular discussions, by completing registration and emergency contact forms we gain the following information:

- Special Dietary Requirements
- Child's religion
- Child's interests
- Any special words that a child responds to or which have a special meaning for the child
- The child's sleep routine, and any other routines necessary
- Family members
- Spoken language at home

- Health and medical situation, including any recent illnesses.

In addition to this, we will request written parental permission at the time of your child's admission to seek any necessary emergency medical advice or treatment. We recognise that circumstances can change regularly so please remember to inform us. We send out a reminder to keep your records up to date in each Nursery Newsletter.

Parents/carers will be informed of any changes made to their child's registration and emergency contact forms

We have a procedure for dealing with concerns or complaints from parents/carers and keep 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 written records of complaints and the action taken as a result.

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

Signed on behalf of the Management Committee:

..... Chairperson

This policy was updated by the Manager and staff and will be updated annually. Next due to be updated: September 2020

“Horspath Nursery is committed to safeguarding and promoting the welfare of children, families and staff at all times.”