

Positive Behaviour Management Policy

Aim

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. The whole ethos of The Acorn is aimed at encouraging our children to show respect, consideration and empathy for one another. We aim to work with the children to enable them to develop self regulation and self esteem in an environment of mutual respect. We will help the children understand responsibility for their own actions and to consider the consequences of their actions on others around them and on the world they live in.

Positive ways to encourage appropriate behaviour:

As staff we will:

- Implement the school behavior policy that provides clear rules, giving praise and encouragement for appropriate behaviour and procedures to be followed when children display unacceptable behaviour.
- Make sure that there is plenty of adult interaction. - If there is adult attention there is no need to misbehave to get attention.
- Ensure that the curriculum and the teaching methods are stimulating and well matched to the children's needs and stage of development.
- Provide appropriate outside and physical activities to allow the children to 'let off steam', take risks and be challenged.
- Make clear and consistent expectations and apply them in a positive way.
- Act as positive role models and lead by example, always speaking to the children in a courteous and respectful way.
- Be consistently fair and just, calm and supportive.
- In any case of misbehaviour it will be made clear to the child that it is the behaviour and not the child that is unwelcome.
- We recognise that children need to understand and acknowledge their own feelings, ideas and views, and will give them the opportunity through music, drama and role play to explore these. In our group times we will address feelings and encourage the children to voice their thoughts and worries.

- We acknowledge that in times of insecurity children may test boundaries. Working together with parents we will find the kindest strategies to support and help them through this time.
- It is recognised that poor communication skills can lead to inappropriate behaviour and full support is essential, from staff, parents and outside agencies.

Behaviour that we expect from the children in our Nursery and the strategies that we will use at The Acorn to support and encourage this:

- **Being kind to each other** - We will use the words "Gentle Hands" and ensure that the children say "sorry" , or sign it, and look at other children fully, if they have hurt or been unkind to them. We will include the child in the comforting of the other child and show both children that they are valued whilst explaining how inappropriate the behavior was. Based on the children's stage of development we may ask them to suggest ideas to resolve the situation.
- **Problem solving** - We will work to empower children to problem solve themselves through language, or signing, for example -"please stop, I don't like it". Following this, if necessary to seek help from a teacher
- **Speaking politely to each other** - We will encourage and expect all children to say "Good Morning" at the start of the day and "Good Bye" at the end. We will be re enforcing "Please" and "Thank You" during the day and good table manners at our snack time and at lunch.
- **Sharing toys** - We will use timers to show the children how long they may have to wait and when it is their turn.
- **Looking after and caring for the resources in the Nursery and being tidy** - The children will be asked to tidy up and to treat all the toys and books with care.
- **Walking and not running, speaking and not shouting in the Nursery** - "Walking Feet" will be re enforced. We will speak in soft tones and the children will be reminded to use their "inside voice". There will be lots of opportunities for them to run and speak more loudly outside.

Unacceptable behaviour in our Nursery:

- Physical abuse - including biting, hitting, punching, pinching, scratching, spitting, kicking and pushing.
- Verbal abuse - including name calling and swearing
- Bullying - defined as persistent name calling, minor harassment (such as taking things, toys etc. away from someone)
- Screaming, shouting and running inside the Nursery
- Destructive or improper use of toys, equipment or materials.

Managing unacceptable behaviour

- A short, clear and private warning delivered close to the child and away from the other children admonishing the action rather than the child.

If the unacceptable behaviour continues:

- Warning the child of removal of the toy, or the child, being moved away from the activity.
- Remove the child/toy from the activity
- Remove the child from the area , and direct to another activity

Welcome the child back into the group and offer them an interesting activity.

- If the unacceptable behaviour recurs staff will discuss the problem with the child's parents at collection time.
- Continual recurrence during the sessions will result in the parent being contacted by phone.
- Recurring problems will be tackled in partnership with the parents, using observation records to establish an understanding of the cause.
- Independent Behavior Plans may be set up to target behavior areas. These will be established by Mrs Vicky Scarborough or Mrs Sue le Maistre our Special Needs Coordinators, the Manager and the child's teacher in conjunction with the parents.
- As some kinds of behavior may arise from a child's special needs it may be relevant to include EYIT and outside professionals.
- At all times we will work in partnership with the parents and encourage them to share any changes in the home that might temporarily unsettle their child. We would encourage parents to follow the same strategies as we do in nursery to ensure a uniform approach.

April 2024

Administration of Medication Policy

Medicines

If a child is on prescribed medicine, if possible the parents will administer the medicine outside school.

If not (as in the case of a course of antibiotics) then medication must be clearly labelled with the child's name, dosage and any instructions.

Medicines will be stored as appropriate.

The school medical permission form should then be filled in and signed by the parent or guardian.

One staff member will administer the medication, witnessed by another and both sign the form. The parent/ guardian will then be asked to sign on collection.

We are not able to administer the first dose.

Inhalers should be clearly labelled and kept in the First Aid cupboard. Dosage clearly noted as prescribed by the doctor.

As advised by St John's Ambulance, Piriton is kept and administered with parental permission, should your child have an allergic reaction.

Certain health issues may require training to be given to our staff by qualified professionals.

Feb 2024

Permission of Administration of Medicine

Date.....

Name of child.....DOB

Medical Condition.....

Name of medicine.....

Frequency and dosage required.....

Signed by parent

Signed Practitioner

Date, time and dosage of medication administered at nursery.....

Signed by practitioner and witness after each dose.....

Medication returned with a parental signature.....

Child Protection and Safeguarding Policy

The Acorn Nursery School recognises that the care and the safety of the children attending is paramount and the staff and management will do all in their power to support and work to this end.

In order to achieve this aim we will:

- Ensure that children are never placed at risk while in the charge of nursery staff.
- Ensure that all staff are alert to the signs of abuse, understand what is meant by 'child protection' and are aware of the different ways in which children can be harmed, including by other children i.e. bullying or discriminatory behaviour.
- Ensure that all staff are familiar and updated regularly with child protection issues and procedures.
- Ensure that parents are fully aware of child protection policies and procedures when they register with the nursery.
- Ensure confidentiality is maintained at all times.
- Keep the child at the centre of all we do.
- Regularly review and update this policy with staff.

The framework for this policy is based on the Safeguarding Partnership Board (Jersey)

Employees, Volunteers and Students

All applicants for work within the Acorn will be interviewed. DBS checks and Fit Person checks will be made and references will be followed up.

We will seek out and encourage training opportunities for all adults involved in the Nursery School to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse. Yearly updates are followed by all staff.

Volunteers will be supervised and never left in sole charge.

Students will have had a DBS check as part of their course.

If an allegation is made against a member of staff or volunteer we will contact CEYS and follow their guidance. Please see our Policy on Complaints and Disciplinary.

Members of Staff are able to contact A Goguelin at CEYS if allegations have not been addressed sufficiently within the setting.

Respond appropriately to suspicions of abuse:

Parents will normally be the first point of reference if there is any concern over a change in a child's behaviour or appearance.

Staff will report any concerns to the Manager in the first instance.

All such suspicions and investigations will be kept confidential, shared only with those who need to know.

Discussions will be recorded, and parents will have access to such records.

If thought to be necessary, we will follow the guidelines of the Jersey MASH process - see attached.

Useful contacts and telephone numbers:

Designated Safeguarding Officer DSO 449477 Head of Governance 449224

Multi Agency Safeguarding Hub (MASH) 519000 Out of Hours 612612

MASH Education 449217

ISS - 443536 iss@health.gov.je www.gov.je/safeguarding

Early Help - 07797 920571 or 449166 earlyhelp@gov.je

Jersey's Children First - 445504

<https://www.gov.je/Caring/HelpSupportChildrenFamilies/Pages/ChildrenAndFamiliesHub.asp>
[x](#)

Children and Families Hub t: 01534 519000 e: childrenandfamilieshub@gov.je

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Complaints and Disciplinary Policy

It is the Acorn's policy to encourage employees with grievances relating to their employment to use the procedure below to seek satisfactory solutions. The Manager and /or Owner will endeavour to resolve grievances as quickly as possible to the satisfaction of the individual concerned. It is hoped that most grievances will be resolved during informal discussion and at all times employees will be treated fairly.

Procedure

1. Discuss any grievance with manager within 2 days.
2. If you feel that the matter has not been resolved you may contact the owner and then CEYS through which The Acorn is registered.

The Acorn is committed to a high level of individual conduct and performance within the workplace.

This procedure sets out the action that will be taken when disciplinary rules are broken.

Procedure

1. A Verbal warning will be given with ample opportunity for the employee to discuss facts and reasons.
2. A written warning will be given which will be recorded. This will be disregarded after one year.
3. If the offence is serious or if there is no improvement in standards a final written warning may be given.
4. If after investigation it is confirmed that an employee has committed an offence of the following nature the normal consequence will be dismissal without notice or payment : theft, damage to property, physical abuse of a child, incapacity for work through drink or drugs, or fraud.

Appeals

An employee who wishes to appeal against any disciplinary decision must do so to the employer within 5 working days.

Parental complaints

- If a parent feels unhappy about any aspect of the nursery we would urge them to discuss this immediately with their key worker/manager/owner. If a parent feels a satisfactory response is not reached after this process the advice is then to contact CEYS 449387 .

Data Protection and Privacy Policy

The General Data Protection Regulation (GDPR) came into effect from 25th May 2018 and replaces previous Data Protection directives and provides a framework to ensure personal information is handled properly. The Acorn Nursery School is registered with the Jersey Office of the Information Commissioner .

The person responsible for data protection at Acorn is Victoria Scarborough who can be contacted at

enquiries@acornnurseryschool.com

The GDPR states that personal data should be:

- Processed fairly and lawfully
- Collected for specified, explicit and legitimate purposes
- Not be processed without knowledge & explicit consent

Acorn collects, stores and process data relating to:

- Parents/carers & details of children joining our waiting lists
- Children attending our setting & parents/carers, families, emergency contacts
- Staff who work at Acorn
- Service providers for our setting
- Other individuals, businesses etc who have an interest in our setting

This privacy notice explains how we look after this data and protect your rights as an individual.

Why we collect your data

There is some data that we have a legal obligation to collect, some that we require in order to fulfil our contracts, and other data that is used to provide an excellent level of service.

How we collect your data & keep it safe

No matter how or why we are collecting data it is treated with the utmost care and we take appropriate steps to protect it.

- Paper based data is stored securely either at the school itself or in the office . This data is only accessible to those who have the authority and genuine need to see it, e.g. the nursery manager, your child's key worker, or CEYS.
- Electronic data - all electronic data is password protected and only accessible to those who have a legitimate need to see it.
- Tapestry online system is used to record children's learning and development and as a communication tool. Tapestry are GDPR compliant. We keep the data safe via staff training and password protection on accounts and devices used to access Tapestry.
- Email addresses are only shared with a third person with the parent's explicit permission. (see consent form on induction)
- Facebook and Website - no personal details.

Data about families that use or wish to use our services

Data collected for our waiting lists is minimal and only asks information needed to follow our allocations policy. The information held on waiting lists will be regularly reviewed and deleted when no longer required. You can contact us at any time and ask for you/your child's data to be changed or removed from our waiting list.

Once a child is enrolled at Acorn we have a legal obligation to collect and store the following data:

- Child's Name
- Child's DOB
- Child's Address and Contact Details
- Parent Addresses (if different) and Contact Details including phone number
- Emergency Contact Details
- Allergies / dietary requirements information
- Any other special requirements / needs /medical history details

Any other data collected is used to support you and your child and to enable us to offer a supportive environment that encourages children's wellbeing, learning and development.

To be compliant with GDPR (General Data Protection Regulation) any personal data we collect, and process fall into one of the following legal bases for handling data:

- Legal obligation - this is data that the law requires us to hold, and we are required to store it for specific periods of time. You cannot ask for this data to be deleted if you wish for the contract to continue.
- Consent - this is data that you give us consent to process about yourself and your child for a specific purpose. For example, the photographs we take and display at Acorn, your child's name appearing on the whiteboard or on their pegs.
- Vital interests - this data is necessary if your child has allergies or medical conditions that could be damaging to their health or if you or your child are subject to a safeguarding concern that could be damaging or threatening to life
- Legitimate interests - this is when we use your data for purposes that could be reasonably expected by Acorn given that you have an interest in our business activity. Using your data in this way would not have a detrimental impact. For example, sending out information about the nursery to you via email and newsletters or sending you information regarding third parties such as funding applications (NEF)

When will we share your data?

Sometimes data may need to be shared with third parties. This is never done without prior consent unless there is a situation where there is an emergency or safeguarding concern that means a child (or adult) is felt to be at significant risk of harm. This would be the only occasion we may need to share information without permission. Please see our safeguarding policy for further information.

Know your rights

Under certain circumstances you have the following rights:

- The right to request access to, deletion of or correction of your personal data (must be actioned within 1 month of the request) Data that is required to be retained by law cannot be deleted, the law overrides the individual's rights

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

- The right to complain to a supervisory authority - CEYS
- The right to be informed of what data processing is taking place. You are made aware of the data processing we carry out via this privacy notice and/or permission forms that you required to sign that allow us to process your data.
- The right to restrict processing. This means that your data can be stored but not used in the way it's been restricted - for example if you do not wish to receive emails regarding events at pre-school.
- The right to data portability . You have the right to have your data transferred from one place to another, for example you can have your Tapestry records sent to another setting.
- The right to object to processing of your personal data (unless required by law.) You have the right to object to your data being used for certain activities (like marketing or research)

Retention of Data

Under the GDPR data should not be kept for any longer than is necessary. We regularly review data held and will delete it when no longer required. We follow CEYS retention schedule.

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Emergency and Fire Evacuation Policy

We ensure our premises present no risk of fire by providing the highest possible standard of fire protection. The management and staff are familiar with current legal requirements. Our equipment (two fire extinguishers and a fire blanket) are inspected annually by G4S Security.

Smoke detectors are placed throughout the building and checked regularly.

All new staff and students are required to read and understand our evacuation procedures.

Fire Drill

Three long blasts (5 secs) on the whistle with the door to the main room open.

Three long blasts on the intercom button.

Each class teacher to then accompany the children from their area to the assembly point on the decking for registration in their key groups before moving to the garden.

(Any visitors to accompany the teacher in their own area.)

Children in the quiet room and toilet area and upstairs music room should go to the decking area via the courtyard and white gate.

Children in the large playroom and conservatory go to the decking via the conservatory double doors.

Evacuation procedures will be followed if there is an emergency with boiler or fuel storage.

Fire drills are practiced annually and checked at re registration.

Staff Responsibilities

The 'Assistant' to call the fire service (Tel: 112 or 999) then check building ensuring all windows and doors are closed. If appropriate deal with a small fire using the appropriate extinguisher located in the utility room. All group teachers stay with their groups.

Carbon Dioxide (small extinguisher) for electrical equipment fire

Foam Spray (larger extinguisher) for all other fires.

Fire blanket when appropriate.

Manager or deputy to take register.

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First Aid and Accident Policy

Acorn makes every effort to ensure that all children are safeguarded and well cared for. The children are the centre of our focus in all decision-making and arrangements. The school recognises that adequate First Aid provision is vital in the daily process of caring for the children.

The Nursery keeps records of illnesses, accidents, and injuries, together with an account of any first aid treatment, non-prescription medication or treatment given to a child.

The first aid box is located in the utility room cupboard and is clearly marked. The contents are checked and restocked by a designated staff member.

Any member of staff can administer first aid to a child in line with the following procedures:

- Administer first aid as appropriate
- Call for help if appropriate
- Call emergency services if required
- Ensure everyone is safe and the injured party cared for and accompanied
- Call the parents if appropriate immediately after the incident
- Record the incident / accident
- Ensure that everyone relevant knows
- Take any further action as required

Report to CEYS if a child is taken to hospital by ambulance or carer.

If an ambulance is required for emergency treatment, a senior member of staff will accompany the child to hospital. The parents will be notified immediately.

Staff members should call emergency services as soon as it becomes clear the injury is beyond the nursery's capability and the health of the child is compromised; The manager should always be informed.

Members of Staff who deal with an accident or injury must record the incident in the Accident / Incident forms.

Parents are always contacted/ informed if a child suffers anything more than a trivial injury, or suffers a head injury.

Records include:-

the date, time and place of incident

the name of the injured child

details of the injury and what first aid was given

name and signature of the person dealing with the incident.

signature of parent or collector.

Parents are contacted if we have any worries or concerns about their child's health. Parents are encouraged to contact the nursery if they have any concern relating to their child's health.

On enrolment parents are asked to sign a consent form:

Authorisation for Medical Aid for the child in an emergency

All staff receive First Aid training at least every 3 years

Arrangements for children with particular medical needs

Prior to joining the nursery, all medical details are required so that the nursery can provide the level of care expected. Where appropriate, parents and Management, along with any relevant members of staff, will meet prior to a child joining the Nursery to ensure such provision is in place.

Special arrangements, such as training, are made when necessary to ensure medical needs are met.

Acorn Accident Book

(to cover children collected early on account of illness)

Name

Group

Person attending

About the accident

Date

Place

Time

How the accident/illness happened

Treatment

Parent signature

Date

Teacher signature

Date

Head Injury

Today your child has had a bump to the head which you have been advised about.

As a further precaution we would like you to be aware that should he/she complain of a worsening headache in the next few days, suffer from vomiting , increasing drowsiness, weakness in an arm or leg, speech problems, dizziness, bleeding or fluid from an ear or nose, visual problems, seizures or confusion, they should be taken to the hospital immediately.

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Health & Safety, Infectious Diseases, Food Hygiene and Infection Control Policy

Our policy is to provide and maintain safe and healthy working conditions and equipment for the teachers and the children.

The allocation of duties for safety matters is reviewed each year and arrangements for implementing the policy are set out below.

Overall and final responsibility for health and safety in the Nursery School is that of the owner, Mrs Vicky Scarborough.

Mrs Mandy King is responsible for safety within the school and will delegate particular areas: Fire Drill, First Aid Box and Equipment and Safety Audit.

All permanent, full time staff hold a valid First Aid Certificate.

Whenever a member of staff notices a health or safety problem which they are not able to put right they must bring it to the attention of Mrs King, or the owner.

Accidents

The First Aid box is in the School utility room.

All teachers are requested to use the rubber latex gloves supplied when dealing with open wounds, vomit, urine or faeces.

On enrolment parents are asked to sign a consent form:

Authorisation for Medical Aid for the child in an emergency

I authorise the staff of The Acorn Nursery School to seek and obtain appropriate medical attention for my child

In the event of an accident at the Nursery School the child is referred to a First Aider. Minor injuries are dealt with and noted in an Accident Book. The parent / guardian is notified and asked to sign the entry.

Children with serious or uncertain injuries would be taken to A&E by a member of staff if the child's parent or guardian cannot be contacted.

An ambulance will be called if a child's injury is thought to be serious.

Sick children are settled in a quiet area of the school with a member of staff and await parent/ guardian's arrival. Early collection for illness is noted and signed for on the Accident form.

Infectious Diseases

Parents are asked to keep their children at home if they have any infection, and inform the Nursery School as to the nature of the infection so that we can alert other parents, and make careful observations of any child who seems unwell. We will follow Public Health (Jersey) guidelines on common childhood infections. Parents can ask the nursery for particular information regarding these. We recommend the child is seen and advice taken from personal GP.

Parents are asked not to bring into school any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

If your child has not been his/her normal self at home but is not showing signs of illness when you bring him/her to nursery please mention it to the staff and let them know how best to contact you through the day.

Allergies

Children's allergies are noted around the appropriate areas in the school and staff are made aware.

Intimate Care

Children are encouraged to be independent in managing their personal hygiene. Respect will be given at all times when changing a child and health and hygiene procedures are followed. Disposable gloves will be used and any soiled items returned to the parent in a sealed bag. SEN children will be supported as necessary.

Medicines

If a child is on prescribed medicine, if possible the parents will administer the medicine outside school.

If not (as in the case of a course of antibiotics) then medication must be clearly labelled with the child's name, dosage and any instructions.

We are not able to administer the first dosage.

The school medical permission form should then be filled in and signed by the parent or guardian.

One staff member will administer the medication, witnessed by another and both sign the form. The parent/ guardian will then be asked to sign on collection.

Inhalers should be clearly labelled and dosage noted as prescribed by the GP.

Audit

A half termly safety audit is made on the equipment in the school.

Our audit of the policy is updated using The CEYS Health and Safety Risk Assessment Toolkit.

We have an audit covering our internal and external premises and equipment and safety procedures following extreme weather.

Food Hygiene and Infection control

We follow Environmental Health Guidelines regarding food safety and infection control. All staff are level 2 trained in Food Hygiene and adhere to our strict rules regarding food preparation, cleaning, and protective clothing. We have put in place a cleaning schedule with staff responsibilities. Information on dealing with specific incidents and potential hazards is available and we make it a requirement that anyone within the nursery is familiar with these procedures.

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Inclusion to include Equal Opportunities and Special Needs Policy

The Acorn Nursery School is committed to equal opportunities and inclusivity. We believe that children are of equal worth whatever their gender, race, culture or ability and we aim to promote understanding in young children in their attitudes towards others. Where possible, it is our aim and ethos to accept all children and if necessary will work with outside agencies to support development and learning. During the time that a child is at The Acorn , through observations and discussions with parents , it may be that specialist help is asked for advice and included in the child's development , for example Speech and Language. Parents will be involved at every stage. Confidentiality will be maintained throughout.

We will respect and be sensitive to disability, ethnic and cultural diversity and be aware of the danger of stereotyping.

This will be reflected in our approach to parents, children, staff and the curriculum.

We instil our inclusivity with the phrase "We are all the same but different" and ensure that the children respect and embrace differences. We have a range of books that support this which are included in our day to day library.

We work with parents to ensure that the cultural, dietary, medical or any other specific needs of the child are met.

Special Needs Policy

At The Acorn we aim to provide a wide variety of activities and appropriate curriculum to meet the needs of all the children in our care, equally. The needs of all pupils who may have special educational needs either throughout or at any time during their time at The Acorn must be addressed and provided for. We recognise that 'special needs' can range from behavioural difficulties through to physical and educational difficulties and encompasses the slow developer and the gifted child.

Our Special Needs Co ordinators are Mrs Vicky Scarborough and Mrs Sue le Maistre who have completed SENCo NVQ level 3.

Our aim is that all children with special educational needs should be identified and assessed as early as possible. A close partnership will be kept with parents and with other professionals.

We will maintain strong links with the JCCT and the Special Needs Inclusion Project which allows us to access funds to help support children with Special Needs.

We also link with EYIT for further support.

Inclusion

We respect the fact that children:

- have different educational and behavioural needs and aspirations;
- require different strategies for learning.
- acquire, assimilate and communicate information at different rates.
- need a range of different teaching experiences and approaches.

Stage 1

1. When the teacher has observed a child and has agreed with the Special Needs Co ordinator and the Nursery Manager that there is a concern, these will be discussed with the parent.
2. We will decide with parents how to address and monitor the concern and when to review progress.
3. The teacher is to record all observations using observation sheets. If the child has made limited progress at stage 1 then we move on to stage 2.

Stage 2

1. Information to be obtained from parents regarding health/physical problems.
2. Teacher and SENCO to set specific targets in a written Individual Learning Plan (ILP) using existing forms. Involve parents and set a date to review. Agree with parents to follow the same strategies to give continuity.
3. At review assess child's progress in relation to ILP targets and decide with parents on next appropriate stage of action.

Stage 3

1. Involvement of outside professionals with agreement from parents to provide support and advice on new ILP's and offer specialist support or activities.
2. Review with parents and SENCO and professionals
3. If review indicates continuing unresolved difficulties we will consider moving to stage 4

Stage 4

Together with parents take advice from EYIT with regard to formal assessment and procedures relating to the possibility of support.

We believe that it is the entitlement of all children to access a broad and balanced curriculum and we will provide support and guidance whatever their needs and abilities.

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Partnership with Parents Policy

The Acorn believes that children benefit most from Nursery Education and care when parents and the school work together in partnership. We recognise parents as the child's first and most important educator and aim to involve them in all aspects of the life in the nursery.

In order to achieve a strong working partnership with parents:

- The parent or main carer will be fully involved during the settling in process.
- If we have any concern about a child's wellbeing during the day once the child has started, every effort will be made to contact the parents or their emergency contact.
- We have open sessions during the term time for parents to be involved in a music session. At the end of the Autumn Term the parents are invited in to share our Christmas celebrations. During the Summer Term we have Parent Consultations and also the parents together organise a Teddy Bears Picnic.
- Termly newsletters will be issued to keep parents up to date with information about the nursery and topics covered. These will also be available on our web site.
- Parents are requested to keep us informed of any changes to personal circumstances which may have an effect upon their child e.g. change of address, telephone number, emergency contact.
- Parents are also requested to keep us informed of any circumstances which could have an effect on a child's emotional well being, e.g. bereavement, separation or illness in the family.
- Tapestry is used for all our children as a communications tool.
- Observing, assessing and planning form the backbone of our daily routine. We use EYFS (Birth to Five Matters) as our guidelines.
- The manager is available to talk to parents at all times. It is much easier to discuss and sort out any small problems before they become big ones! Contact is always available via an e mail to the Owner enquiries@acornnurseryschool.com and will be dealt with immediately.

Parental complaints

- If a parent feels unhappy about any aspect of the nursery we would urge them to discuss this immediately with their key worker/manager/owner. If a parent feels a satisfactory response is not reached after this process the advice is then to contact CEYS 449387 .

April 2024