

PEMBURY SCHOOL HOUSE NURSERY

Information Procedure

Statement of Intent

Our nursery has regard for parents and will engage and provide the following information:



Methods

- **The type of activities provided for the children.**
- **The daily routines of the provision.**
- **The staffing of the provision (refer to ‘Staffing, Employment and Safe Recruitment Policy’).**
- **Food and drinks provided for the children (refer to ‘Food and Drink Policy’).**
- **The complaints procedure (copies on request).**
- **Details for contacting Ofsted and an explanation that parents can make a complaint to Ofsted should they wish (refer to ‘Complaints Procedure’).**
- **The procedure to be followed in the event of a parent failing to collect a child at the appointed time (refer to ‘Arrival and Departure Procedure’).**
- **The procedure to be followed in the event of a child going missing (refer to ‘Lost Child Policy’).**

A nursery must obtain necessary information from parents in advance of a child being admitted to the provision, including:

Organisation

- **Emergency contact numbers.**
- **The child’s special dietary requirements.**
- **The child’s special health requirements.**
- **Information about who has legal contact with the child; who has parental responsibility for the child (refer to ‘Safeguarding and Child Protection Policy’).**

Written parental permission is requested at the time of the child’s admission to the nursery, to the seeking of any necessary emergency advice or treatment in the future; (see ‘Admissions Policy’).

The nursery has a complaints procedure for dealing with the concerns and complaints, written records are kept and their outcome (refer to 'Complaints Procedure').

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The nursery provides Ofsted, on request, with a record of all complaints made during a specified period, and the action which was taken as a result of each complaint (refer to 'Complaints Procedure').

Parents are given access to developmental records about their child. However, written requests must be made for personal files on their children as the nursery respects confidentiality and data protection rules when disclosing records that refer to third parties (refer to 'Safeguarding and Child Protection Policy').

Records of complaints should be kept for at least three years (refer to 'Complaints Procedure').

This policy was updated and adopted by the Trustees of Pembury School House Nursery.