



PARENTS HANDBOOK



Telephone: 0161 248 7300
Email: info@tinystepsnursery.co.uk



Dear Parent / Carer

Thank you for your interest in Tiny Steps Nursery. We aim to provide professional care for children from 3 months to 5 years of age, in a nurturing, stimulating environment, which is safe and secure. In this supportive environment, your child will be able to learn through play and follow the EYFS curriculum that will help them progress, learn and achieve.

We are always interested in your ideas, concerns and your support. Communication with parents is critical to our programme. We seek to form a partnership with you to ensure your child's and family's individual needs and concerns are met.

Your child is about to start nursery for the first time. This is a very important stage in your lives and I'm sure that it is a day that you will never forget! You probably have a lot of questions to ask. I hope that this pack will answer most of them and help you to prepare yourself and your child for nursery.

Please remember when reading the contents of this pack that our priorities are your child's safety and happiness. We aim to enable you to leave your child in our care; confident that they will be happy and well looked after a while you work, study or play giving you peace of mind. We know that there is large amount of information however we do feel that this is needed so that you can make an informed choice.

We encourage prospective parents to visit the nursery to see us in action. The manager or deputy will be able to answer all your questions.

Yours sincerely

Anne Hall

Nursery Manager

About Us.....

We are a small and friendly nursery with a happy atmosphere. We have good, positive relationships with all our parents. Our setting is multi-cultural with a variety of children from different ethnic backgrounds; our staff are also culturally diverse.

The nursery is accessed via the ground floor and has wide electronic doors for ease of access. We are open from 7.30am until 6pm, closing for all statutory bank holidays and 3 staff training days in a year.

We have five playrooms, each with toilet and nappy changing facilities. We have a good sized, soft surface outdoor play area, with a variety of outdoor resources. This has recently been refurbished and looks outstanding.

We have a Nursery manager qualified with BA Hon's degree in childhood studies along with an Early Years Teacher. There is also at least one level 3 in each room along with apprentices who are studying towards their level 3.

We work closely with and receive support from the Quality assurance team at Manchester City Council and share good practice with other settings. We have a great staff team working closely and supporting each other constantly. We welcome and appreciate students and support them throughout their placement with us.

Opening times are:

Monday to Friday – 7.30am to 6.00pm

From **September 2025**, the government-funded **30 hours** of childcare will be available for eligible working parents (age from 9 months to 5yrs) **from 9:00am to 3:00pm, Monday to Friday, term time only (38 weeks per year)**.

These hours are designed to support children to be school-ready in line with early years statutory requirements.

Additional Hours and Fees:

If you require care **outside of the funded hours**, the following charges will apply:

- Up to **2 extra hours per day: £10/hour**

- **Full day rate including funded hours:**
 - **£26/day** (for an **8:00am** start **till 6pm**)
 - **£36/day** (for a **7:30am** start **till 6pm**) for Contracted or pre-booked places only)

Example:

If you require **3 full days** childcare per week with an **8:00am start till 6pm with funded 30 hrs**,

You will have 9-3pm Monday to Friday 30hrs funding and your fee during **term time for the 3 full days** will be:

- £26 x 3 days = **£78/week**
During **school holidays**, full days will be charged at the holiday rate (see table below):

If you require **3 full days** childcare per week with a **7:30am start till 6pm with funded 30 hrs**,

You will have 9-3pm Monday to Friday 30hrs funding and your fee during **term time for the 3 full days** will be:

- £36 x 3 days = **£108/week**
During **school holidays**, full days will be charged at the holiday rate (see table below):

Fee Summary Table

Type of Care	Hours/Time	Fee	Notes
Funded Hours Only	9:00am – 3:00pm (Term Time)	*Funded (30 hrs/week)	*For eligible working parents
Extra Hours (up to 2 hrs/day)	Before/after 9am–3pm	£10/hour	*Term time only
Full Day with Funded Hours	8:00am – 6:00pm	£26/day	Includes funded hours
	7:30am – 6:00pm	£36/day	Includes funded hours
Unfunded Full Day (Holiday and term time Rate)	7:30am – 6:00pm	£65/day or £325/week	For non-term time periods

30 hours funded place; we ask for £20.00 per week to contribute to meals & snacks throughout the day.

Funded 15 hours sessions:

Monday to Friday – 8.30am – 11.30am or
Monday to Friday – 1.00pm – 4.00pm

Funded 30 hours sessions:

Monday to Friday – 9.00am – 3.00pm

Tiny Steps Payment Policy

Tiny Steps Nursery has a payment policy in place to ensure the efficient collection of Fees.

Deposits

We require a £50 deposit to secure a place for your child. This deposit is non-refundable if you decide not to take a place at this nursery. The deposit will be returned once the first month's payment has been made on time.

Method & Due Date

All payments are due in advance of the childcare sessions.

All standing order payments must be received by the start of the month.

To pay by standing order the following bank details will be needed as follows:

BARCLAYS BANK
Tiny Steps Nursery Ltd
Account no: 30227277
Sort code: 20-55-41

Please notify us if you wish to pay by the above methods and ensure you add your child's surname as a reference with the payment.

Holidays & Sickness

Fees will be charged for bank holidays and staff training days, there will be 3 staff training days per year.

- If your child is sick you are still required to pay the full fees.
- If you take your child on holiday **nursery fees must still be paid.**

Late Payments / Non-Payment

Parents must discuss with management, as soon as possible, if they are having difficulty with payments. A payment agreement will be arranged. The child's place will be terminated if the agreement is not adhered to. As a last resort the case will be passed to the debt collectors.

Notice

Four weeks' notice of leaving or changing days must be given in writing.

Registering Your Child

If you would like to register your child, you must complete a registration form and hand in at reception. Once a registration form has been completed you may arrange a convenient time to have a look around. A member of staff will contact you as soon as a place for your child becomes available. Once a place becomes available you must pay a £50 non-refundable administration fee to secure the place.

Once the place has been accepted and admin fee has been paid you must then bring in;

1. Child's birth certificate / Passport
2. Parent's proof of address
3. Parent ID

2-year-olds

Some 2-year-olds in England can get 15 hrs funded early education and childcare. You must be in receipt of one of the following:

- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- support through part 6 of the Immigration and Asylum Act
- tax credits and have an annual income under £15,700 before tax
- the guaranteed element of State Pension Credit
- the Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)
- Universal Credit

https://secure.manchester.gov.uk/info/200016/childcare_and_nurseries/6467/free_childcare

Children are also entitled to a place if:

- they're looked after by a local council
- they have a current statement of special education needs (SEN) or an education health and care plan
- they get Disability Living Allowance
- they've left care under a special guardianship order; child arrangements order or adoption order

There are several government-funded childcare streams, primarily focusing on free early education and childcare for children aged 9 months to school age. These include the universal 15 hours per week for all 3 and 4-year-olds, an additional 15 hours for working families of 3 and 4-year-olds, and a similar 15-hour entitlement for disadvantaged 2-year-olds. From September 2025, children aged 9 months to 3 years will also be eligible for the 30-hour entitlement for working families.

Key Childcare Funding Streams:

- **Universal 15 hours:**

All 3 and 4-year-olds in England are entitled to 15 hours of funded early education and childcare per week.

- **Additional 15 hours (30 hours total):**

Eligible working families can receive an additional 15 hours, making a total of 30 hours of funded childcare per week.

- **Disadvantaged 2-year-olds:**

Families receiving certain benefits or who have children with additional needs can receive 15 hours of funded childcare for their 2-year-olds.

- **From September 2025:**

Children aged 9 months to 3 years will be eligible for the 30-hour entitlement for working families.

How to Access:

- **Universal 15 hours:** Automatically accessed by childcare providers upon providing proof of the child's age.
- **Additional 30 hours:** Application is required through [GOV.UK](https://www.gov.uk).
- **Disadvantaged 2-year-olds:** Application is required based on the child's and family's circumstances.

How the funded places work

If your child is eligible, you can start claiming after they turn 2. The date you can claim will depend on when their birthday is.

Child's birthday	When you can claim
1 January to 31 March	the beginning of term on or after 1 April
1 April to 31 August	the beginning of term on or after 1 September
1 September to 31 December	the beginning of term on or after 1 January

3 to 4-year-olds

All 3 to 4-year-olds in England can get 570 hours of funded early education or childcare per year. This is usually taken as 15 hours each week for 38 weeks of the year. Some 2-year-olds are also eligible.

30 hours funding

If you are working, you can usually get 30 hours funded childcare if you (and your partner, if you have one) are:

in work, on sick leave or annual leave, on parental, maternity, paternity or adoption leave

If you're on parental leave, you cannot apply for the child you're on leave for.

To apply for this funding, you can apply online. <https://www.gov.uk/30-hours-free-childcare>

You can start claiming funded childcare after your child turns 3. The date you can claim will depend on when their birthday is.

Child's birthday

1 January to 31 March

1 April to 31 August

1 September to 31 December

When you can claim

the beginning of term on or after 1 April

the beginning of term on or after 1 September

the beginning of term on or after 1 January

Example: -Your child was born on 15 February 2019. They can get funded early education and childcare from the start of term following 1 April 2019.

Gradual Admission

Before a child can start permanently, they must go through the gradual admission process.

This is where we will offer five sessions which you will not be charged for. The first session is for ½ hour. During the first session you will complete a pack of forms which will provide us with in depth information about your child. This will help us to meet your child's needs effectively and provide the care you wish for your child.

During the first session you will be informed of your child's key person. Your child's key person will then arrange the remaining sessions with you.

Arranging a Start Date

Once gradual admission has been completed, your key person will then refer you to reception to arrange a start date. You will be given a contract to read and sign and payment for the week/ month in advance is required before a start date can be arranged.

Food in the nursery - All our food is suitable for vegetarians.

Here at Tiny Steps, we offer a nutritious breakfast, a two-course lunch and afternoon tea. We also provide fruit and vegetable snacks throughout the day.

Our food menu is rotated on a week-to-week basis; we also change our menu from season to season. Please see our current food menu which is displayed on the parent/ carer board at reception. All meals are freshly prepared daily on site and meet all dietary requirements.

Fresh drinking water is always available to children.

Learning and Activities

All children shall work towards the Early Years Foundation Stage Curriculum, according to their age and stage of development.

Our overall approach to the children's learning & development is child-initiated learning. The majority of activities we do with the children are initiated by the child. We do this by using our observations of each child to find next steps for the child, which will develop their learning. These 'next steps' are used in our weekly plans as fun activities for the children to do. By taking this approach we are ensuring that the children 'enjoy & achieve'. We focus on different children each week; this ensures all children have equal access to the curriculum. We know that what we do helps children because we can see the progress the children make and have evidence of their progress in their learning journeys. Our evaluations help us to identify how well the children are progressing.

We have a foodbank in the nursery, where our staff, parents and visitor donate food and we take this food to our local foodbank every 2 weeks.

Activities

Play underpins all development and learning for young children. We enable all children to participate, enjoy and achieve in rich play-based activities which foster their physical, social, emotional and intellectual development.

The children feel safe and secure; this helps them to become confident learners. We promote children's learning through planned experiences and activities that are challenging but achievable, however, children are encouraged to initiate activities which promote learning and enable them to learn from each other. We plan the indoor and outdoor environment carefully to provide a positive context for learning and teaching.

Through many first-hand experiences and creative and imaginative play activities, we give children the opportunities to learn through movement and all their senses. We give them time to explore ideas and interests. We are aware that children learn in different ways and at different rates and work in partnership with parents as we recognise that parents are the prime teachers of their children.

Assessment

Ongoing assessment is an integral part of the learning process. We observe the children throughout the day and respond appropriately to help them make progress towards the early learning goals. Assessment is based on our observations of what the children are doing in their day to day activities. All adults who interact with the children contribute to this process. We also take note of any information parents give us. We believe that an ongoing dialogue with parents is essential. Progress and

achievements are reported to parents both informally and formally throughout the Early Years Foundation Stage.

We use an online APP called Tapestry to observe the children and we gain permission for your child to go on tapestry during your transition into nursery. We ask for your email address and then Tapestry will email you and you then set this up at home.

You will be able to see what activities your child has done and keep up to date with your child's progress. You can also add photographs of your child taking part in play at home and upload them on to Tapestry to share with your child's key person.

No other parent would be able to view your Tapestry and the same, you would not be able to see another child's Tapestry.

Key Person System

The key person role is to make the child feel cherished and thought about by someone while they are away from home. The key person must ensure that parents know all about their child's day.

Collecting children

Parents/carers are requested to inform the nursery, preferably in writing, if someone different is collecting their child. We do also ask that this person is introduced to the staff at least once and the person's allowed to collect the child will be noted on the account. The Management team may refuse to allow the child to go with someone they do not know.

Failure to Collect Child

If a child is not collected at the agreed time, a charge will be payable by the parent; £10 for every 15 minutes after the end of the session.

Photographs

On occasions, whilst at nursery or during an outing or special event, staff may photograph children for displays or training purposes. Parent/carers will be asked to complete a form regarding photographs. Regarding this, if you have any objections to this, you may contact and discuss this with the nursery management team.

Messy Play!

As part of your child's development, they will be involved in activities where they could get a little messy, including sand play water play, painting and other 'messy' activities which must be and are always accessible throughout the day. This type of play is important for your child's development.

Outdoor Play

We must provide children with the opportunity to access outdoors, whatever the weather. If it is pouring down with rain, we will keep them indoors, but if it is light rain then your child will access the outdoors. Experiencing various weathers will help develop children's progress. Therefore, during the cold weather please provide your child with suitable outdoor clothing. Also, during the hot months, you must provide your child with sun protection lotion.

GENERAL INFORMATION

1. Ofsted Registration 2680882

We are registered with Ofsted to provide for children from the ages 0 to five years (Early Years Register).

2. The First Day

Attending nursery is an exciting adventure for your child. We encourage parents to be positive about this forthcoming experience so that your child arrives looking forward to the first day.

3. Confidentiality

You and your children are protected by the Data protection Act. We will not give any information, not even your 'phone number to anyone outside the nursery. In cases where we are concerned about children, we may refer to doctors, Health visitors or the social services department.

4. Nappies

Parents provide their own supply of nappies, wipes or cotton wool for their child. We are happy to use cotton or disposable nappies, whichever parents prefer. Staff are happy to follow parents' instructions when catering for all the individual needs of your child.

5. Arrivals and Departures

It is the policy of the nursery to give a warm welcome to each child on arrival.

Parents/carers are requested to pass their child to a specific member of staff, preferably the child's key person, who will ensure their safety, and that their attendance is recorded in the register. Older children are lined up and counted every time they change location.

The staff member receiving the child ensures that their arrival is recorded in the daily attendance register. Any specific information provided by the parents will be recorded.

6. Giving Medicine

Parents may request for their child is to be given medicine during the day. Parents must complete the appropriate medicine consent form which allows staff to administer this medicine.

7. Password

If parents/carers wish to arrange their child to be collected by a nominated adult; they must have previously introduced this person to the key person and manager or have shown the key person and manager a photograph of this person. On unplanned or emergency occasions, a 'password' must be used. The parent must inform the nursery and the adult of the password which is to be used for that occasion only. No child will be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival (If the adult collecting is not known to the nursery see unplanned/emergency occasions above). If the child departs at a time other than the end of their booked session/day, the time of departure will be recorded on the register.

8. After Closing Time

If a child is left beyond the nursery closing time the following procedure will be followed. Two members of staff, one senior, will remain on the premises.

If all attempts to contact parent/carer or emergency contacts fail, then the procedure should be repeated at ten-minute intervals. The nursery manager will be alerted after 30 minutes. During this time, staff will be careful not to cause undue stress to the child. When the parent/carer arrives staff will expect an explanation. However, this will be dealt with in a courteous manner. If all reasonable attempts to contact parent/carers have failed, then the nursery manager will contact the relevant social services departments.

9. Illness

It is nursery policy to encourage and promote good health and hygiene for all the children in our care. This includes monitoring the children for signs and symptoms of communicable diseases such as chickenpox, measles, mumps, rubella, meningitis, hepatitis, diarrhoea, vomiting and fevers of 101°F/38°C or over.

With the welfare of the sick child in mind and in the interests of the remaining children in the nursery, if in the opinion of the staff, your child is ill, then you will be contacted and requested to collect him/her as soon as possible. Your child must only be returned to the nursery once they are in good health.

It is our policy to administer certain medicines but only if we have written instructions and you have completed and signed the required forms. Please talk to the manager who can give you further details.

In the case of a serious accident or illness occurring then you will be contacted immediately along with the medical professional and the appropriate action taken. In the unlikely event of you not being available the senior staff member will assume charge and if necessary, take your child to hospital along with all relevant details.

10. Safeguarding Children

We are committed to promoting and safeguarding the welfare of children and to protect them from harm. We treat all children with dignity and respect paying attention to their individual needs and circumstances. We will endeavor to work in partnership with

parents and other professionals in order to safeguard and promote the welfare of the children in our care.

A copy of our Safeguarding Children Policy is available on request.

11. Choosing a 'Big' School

A long way off! It is however important to be prepared, Visit as many schools as you can. Take your child to visit the school. Find out how the school works. Ask about the approach to reading, number work, computers, art, music, sport, science and extra help for children with learning difficulties. Find out about their policies on behaviour, competitiveness, and parental involvement. If you chose in independent school find out about the qualifications of the early year's staff and the adult/child ratios.

At Tiny Steps nursery we value the importance to liaise with the school prior to children joining them and will invite the teachers to visit the children at the nursery. In the time leading up to the children leaving the nursery to start school the Key Persons will plan and provide a variety of activities to promote school readiness.

At Tiny Steps we want to involve parents in the transition process and will share ideas with you as to what you can do at home to support your child in being ready to start school.

Admissions Policy & Procedure

Prior to admission

A "child registration form" is to be completed by parent/carer. (These details are then used as the base of the child own file). We cannot guarantee a place unless a deposit has been paid.

Before a child is admitted ID of the parent/ carer must be seen and photocopied, i.e. passport or driver's license, a utility bill and the child's birth certificate.

Once the child is registered and a place is available the child will start a gradual admission process into the nursery.

NO CHILD WILL BE ADMITTED WITHOUT GRADUAL ADMISSION

Gradual admission

1. The parent and child come for an initial visit. On the initial visit the key person/ manager goes through relevant policies and procedures (details of which can be found in the parent booklet) and shows the parent around. The Key person/ manager will gather other information about the child such as dietary needs, medical or health issues. The parent completes and signs relevant child admission forms.
2. For the second visit the parent and child stay longer this can include snack or lunch time. If child seems comfortable then parent is to leave the room and key worker will observe the child's reaction. The arrangement of the next visit will depend on the child's reaction. This step may be repeated if required before moving on to the final visit.

3. The final session - parent leaves the child for a morning or afternoon, as arranged with key person or manager.

Any of the above steps can be repeated to suit each individual child.

Once both key person and parent/carer are satisfied that child has settled an official start date is arranged and parent contract must be signed. The Key person or Manager will set up a personal folder the child and check that all relevant forms completed.

Policy Guidelines for Behaviour Management

Here at Tiny Steps our aim is to help children become aware of how their behaviour affects themselves and other, and to develop acceptable patterns of behaviour.

We aim to achieve positive behaviour and explore and develop appropriate strategies to support young children to manage their own behaviour and promote the social development of young children through play by following the pyramid below

As there will be occasions when children demonstrate difficult behaviour, we have employed various behaviour strategies which correspond with the pyramid above. We have a rules board in every room, and we visit this throughout the day and talk about positive behaviours.

We constantly praise and give rewards and incentives to the child. We would never take a reward away. Praise teaches appropriate behaviour and makes children feel good about themselves.

We never shout at children, and we always offer emotional support and acknowledge their feelings. We make it clear what is expected of them. It is important for children to learn that they can control their behaviour by making good choices. Use of logical consequences focuses on the desirable behaviour rather than the negative.

Child Protection Policy

At Tiny Steps Nursery, the welfare of the child is paramount. All staff have a duty to safeguard and promote the welfare of children.

We believe that all children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse and/or neglect *(please see definition 'What is abuse and neglect?').

All suspicions and allegations of abuse or neglect will be taken seriously and responded to swiftly and appropriately. All staff have a responsibility to report concerns to the child protection leads, which are:

Anne – Nursery Manager

Anne-Marie – Deputy Manager

Procedure for All Staff

If a child arrives with signs of physical abuse or neglect staff must discuss this with the parent/carer and record what has been said. Then speak to manager / child protection officer.

If a child willingly divulges information staff must;

- Listen
- Do not question or prompt the child regarding how incident happened
- Record what the child has said including a diagram of any observations.
- Refer to Child Protection Officer/ Manager

At all times staff must:

- share concerns with their Safeguarding Lead
- record and date all concerns & discussions about the child,
- Record any decisions made, and the reasons for those decisions.
- Always follow up oral communications to other professionals in writing to ensure your message is clear.

Procedure for Child Protection Officer

It is important for the child protection officer to discuss concerns with peers or senior colleagues in other agencies (other agencies include the Police, Health Service, Education & Social Services) – this may be an important way of developing an understanding of the reasons for concerns about the child's welfare.

General advice may be obtained at any time from **Children's Information Service on 0161 232 3341 / 3349**

If, after discussions, there are still concerns, and it is believed that the child and their parents would benefit from further services then the case must be referred to the **Local Area Child protection Unit (LACP) Contact Centre; Tel – 0161 255 8250 (24 hours), fax 0161 255 8266. Who will refer case to child protection investigation unit?**

OFSTED must then be informed on –0300 123 1231

When you make your referral, agree with the recipient of the referral what the child and parents will be told, by whom and when.

The Child Protection Officer must ensure staff have followed up oral communications in writing. If you make your referral by telephone, confirm it in writing within 48 hours. Social services should acknowledge your written referral within one working day of receiving it, so if you have not heard back within 3 working days, contact (LACP) again and/or **child protection investigation unit on 0161 856 5063 or 0161 856 3707.**

Allegation Against Member of Staff

If an allegation is made against a member of staff, then manager/ child protection / deputy manager must contact

**LADO - 0161 255 8250 (contact centre) then
OFSTED – 0300 123 1231**

The nursery's disciplinary procedure must then be followed.

Parents must be kept up to date about the progress in this matter.

Confidentiality

The Child Protection Officer has the right to share any information regarding child protection with other childcare professionals ONLY. All information will be kept confidential.

Important Contact Numbers

Children's information service –	0161 232 3341 / 3349
LADO contact centre	0161 255 8250 fax – 0161 255 8266
Child Protection Investigation Unit	0161 856 6053 / 3707
OFSTED	0300 123 1231

SPECIAL EDUCATIONAL NEEDS

Policy

The law states that all public buildings must provide access and facilities for people with disabilities. In our we have a wide main door which allows access to wheelchair access it is at ground level, so no ramp is required. At the back of the building we also have wide doors which are wide enough for wheelchair access.

We are committed to the integration of children with special needs and aim to provide care and education for all children. We will ensure that appropriate action is taken when the staff, parents or other relevant parties identify that a child has special educational needs. The nursery management will help to promote the welfare and development of the child in partnership with the parents and relevant agencies. We are committed to working alongside parents, in the provision for their child's individual needs to enable us to help them to develop to their full potential.

Responsible for the Special Needs Policy

SENCO/ Nursery Manager –

- The SENCO will be responsible for the day-to-day operation of the policy and co-ordinating provision for the children.
- The SENCO will be responsible for liaison with parents, staff and other agencies.
- All staff will be responsible for observations, record-keeping and I.E.P's.
- SENCO will have overview of each child.
- Outside agencies to respect the Nursery policies when they visit.

Child Incidents

Minor incidents will be treated by basic first aid. Staff are only allowed to use a cold compress. No cream or lotion is to be applied.

In a case of more serious accidents, please see 'Child Emergency Medical Treatment' policy.

All accidents to be recorded in the relevant 'accident folder'. Each room has its own accident folder. The Nursery Manager/ Deputy Manager must sign the form prior to the parent/carer.

If a child arrives at nursery with any injuries staff should discuss this with parent. Key worker must then record this in the child's' personal file.

Procedure

- 1/ Treat the child
- 2/ Witness/ observer must record in appropriate file
- 3/ Report to Manager/ Deputy to sign
- 4/ Inform other staff
- 5/ Parent/ carer to be informed and asked to sign incident form

Nursery manager must ensure parents are informed on the same day as the incident occurred. If child has left nursery before parent has been informed, then Manager/ Deputy must telephone parent/ carer.

Equal Opportunities Policy

It will be the nurseries aim to make sure that equality is reflected in the planning of each theme. Throughout all resources and equipment, we will positively reflect people's race, culture, sexuality and gender. This will help to develop children's knowledge and understanding of their own experiences and other family units.

We will provide examples of a variety of equipment promoting equality, i.e. books, jigsaws, dolls, utensils and music.

Evidence of all children's work will be displayed in the nursery and on tapestry. We aim to offer each child equal access to opportunities to learn and develop so they can work towards meeting their full potential.

COMPLAINTS PROCEDURE

Sometimes parents have complaints or concerns about a certain aspect of the childcare services we offer. All concerns will be taken seriously and dealt with in a professional manner to quickly resolve the situation to the satisfaction of the parents.

- In the first instance the parent/ Carer should speak with their child's key person or a senior member of staff to resolve the issue immediately. If this is not successful, the parent/carer should speak with the manager. The manager will then investigate the complaint and report back within three days explaining what s/he did, the conclusions s/he reached and any action s/he took or plans to take.

- If the parent/carer still thinks the matter has not been resolved then they should raise this with the proprietor – namely Awais Arshad, who can be contacted on info@tinystepsnursery.co.uk. They will investigate and report back to the parent/carer within three days of being contacted providing information about the outcome of their investigation and any action taken, or plan to take, as an outcome of the complaint. Guidelines from Ofsted recommend that this procedure is carried out within 20 days however we strongly believe that a quick response is essential.

If a parent/carer is still not satisfied with the response received s/he should contact Ofsted. Ofsted will consider the complaint or concern very carefully before deciding which matters, they can look into. Their role is not to prove or disprove the information received, instead they will look to see whether the information means we are failing to meet or have failed to meet at the time of any incident, the requirements and conditions of our registration.

If Ofsted decide that our nursery has failed in its requirements and conditions of our registration, steps will be taken to resolve the situation.

We obviously are keen that parents/carers approach the nursery about any problems and the proprietors are always happy to hear from parents on any issues. We firmly believe that in partnership with yourselves that we will be able to resolve any concerns to your satisfaction.

Ofsted address and contact number.

**The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
Helpline: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk/parents**