



Parent/Carer Pack

**Information for starting your child
at Windmills Preschool**

**Bembridge CE Primary School
Walls Road, Bembridge
PO35 5RH**

Tel: (01983) 873575

E-mail: windmillspreschoolltd@btconnect.com

www.windmillspreschool.co.uk

Charity No. 1103864 OFSTED URN No. EY447958

Thank you for choosing us to care for your child. The following information is intended to give you an idea of what is involved when your child joins us at Windmills Preschool. Some of our policies can be found in the Policy Pack for Parents, however, our full pack of policies and OFSTED report are also available on request.

At Windmills Preschool we aim to provide the highest quality education and care for all our children. We offer a warm welcome to each individual child and family and provide a caring environment in which all children can learn and develop as they play. Meeting your child's individual needs is our priority and we will work with you to ensure we achieve this.

We operate an 'open door' policy at Windmills Preschool; this means that you are welcomed into the setting at all times. We are also here to support you as parents and carers, and our professional team have a wealth of knowledge and experience should you wish to discuss any aspect of your child's development or simply need somebody to talk to. We will treat any concerns or worries you may have with the absolute respect they deserve and will always find time to listen.

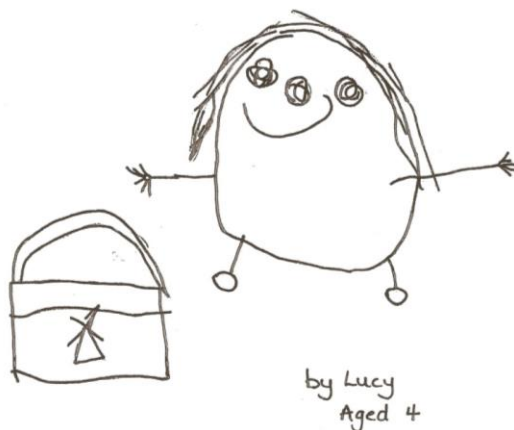
Windmills Preschool is a registered Charity and is run as a Limited Company by a Board of Voluntary Directors and the Preschool Manager. We are a non-profit making organisation with children's fees paying for staff wages, the general running of the Preschool and purchasing of resources to promote your child's learning and enjoyment.

We look forward to working with you to provide the quality care that every child deserves during their first years of life.

Yours sincerely,

Natalie Harfield

Preschool Manager



What do Ofsted, parents, carers and children say about Windmills?

- *...writing has improved since attending Windmills and loves learning new things. (Parent)*
- *...is very happy at Windmills. If she could go seven days a week she would be even happier! Well done Windmills team. (Parent)*
- *Newsletter is great and staff so communicative. I always know what's going on. (Parent)*
- *He couldn't have had a better start to his educational journey...Thank you so much everyone, for making his preschool years so easy, happy, interesting and safe. He'll miss you all very much. (Parent)*
- *"The quality of teaching is consistently good...staff plan interesting activities that capture children's imagination and curiosity... staff are skillful in asking questions that support children's thinking and develop their inquisitive nature" (Ofsted Nov 2017).*
- *"Children behave exceptionally well. They are caring and considerate towards each other and understand how to take turns" (Ofsted Nov 2017).*
- *"Children are well prepared for their next stage of learning" (Ofsted Nov 2017).*
- *Children are confident and well motivated during their play activities. There is a good balance between adult- led and child - initiated play and learning opportunities. (Ofsted, March 2013)*
- *A rich and inviting play environment, both inside and out, means that children are enthusiastic learners. (Ofsted, March 2013)*
- *Staff are good role models for behaviour and offer praise and encouragement to the children they care for... Staff are welcoming and friendly when parents arrive, with staff greeting each family positively. (Ofsted, March 2013)*
- *Partnerships with external agencies, links with school and other providers are well established. They successfully help to promote consistency of children's care and support for their learning. (Ofsted, March 2013)*
- *I have lots of friends at preschool (child)*
- *I like coming to preschool because I can see all my friends, I like painting. (child)*
- *I will miss my teachers, I want to stay at preschool and play. (child)*
- *We love the fact that they spend so much time in the fresh air (parent)*
- *He would happily stay 7 days a week, so that speaks volumes (parent)*
- *We have no queries or issues...we know the staff will be happy to sort out anything that would need to be resolved. (parent)*
- *We are very happy with the staff and all areas of Windmills; our child very much enjoys her time, thanks (parent)*
- *I don't think I will ever be able to thank you enough for the heartfelt kindness and love which you have shown ***** (parent)*

Meet the Team



Practice Manager

Natalie

Level 3 Diploma in Early Years Care & Education

B.A. Arts Degree – Child and Youth Studies modules, therapeutic parenting advisor

HND Business, Finance and Tourism

Former childminder – GOOD Ofsted rating

Keyworker, Designated Safeguarding Lead, LAC Lead, Planning & Early Years Development Lead, SENCO



Early Years Practitioner

Stacey Iona

Level 3 Diploma in Early Years Care & Education

Keyworker, ELKLAN, One-to-One, SENCO



Administrator/Voluntary Director

Rachel Clark

BA Hons Degree English Literature

Marketing Diploma

Registrations, funding/headcounts, finance, payroll, parent liaison, office administration

Nominated individual OFSTED



Room Lead /Senior Lead Team/Early Years Practitioner

Sarah Keenan

Level 3 Diploma in Early Years Care & Education

Keyworker, environment & planning, outings



Early Years Practitioner

Dionne Gough

N.N.E.B. Level 3 Childcare

Keyworker



Early Years Practitioner

Kerry Simons

Diploma in Early Years Care & Education Level 3

Keyworker



Early Years Practitioner

Zoe Law

Diploma in Early Years Care & Education Level 2

Keyworker



Early Years Practitioner

Karen Jackson

Diploma in Early Years Care & Education Level 3

Keyworker, First Aid Lead



Early Years Practitioner

Donna Long
NNEB – (Level 3)
Keyworker



**Breakfast Club Team/Cleaner/COSH/Lunch
time support**
Ewa Szumska



Breakfast Club Team
Clare Blenkinsop

Board of Volunteer Directors

Rachel Clark, Tom Vincent, Jean Briggs, Hannah Bailey

Who should you speak to?

During your child's time at Windmills Preschool there will be many things that we will need to communicate about so that we can ensure your child's needs are being fully met.

Generally, you can speak to any member of staff about your child; in particular you should try to share any news with your child's key person. They are your first port of call for sharing information about your child's learning and development needs, likes and dislikes or experiences. You can talk to them about any concerns you may have about your child or anything else in confidence and they will be able to help you or point you in the right direction.

We would much rather you shared important information about your child with anybody rather than nobody! However, as well as being a key person many staff have additional roles which may make them best suited to dealing with any information or enquiries.

Natalie

As Preschool Manager, you can speak to Natalie in confidence about any matter and her door is always open. If you are concerned about your child in any way or there are needs that we should be aware of, please do inform the preschool as soon as possible in order that we continue to provide the best care for your child. If you would like more information on how you can help your child's speech and language development or have concerns in this area Natalie will be able to help. As Preschool Manager she is also responsible for coordinating the activities and experiences we plan for the children and can tell you more about the curriculum (Early Years Foundation Stage) that we implement. As our Safeguarding Lead Natalie is responsible for ensuring that the setting keeps our children safe and that all staff are fully updated with the most recent safeguarding disciplines. We treat safeguarding children in our care as paramount.

Rachel

Rachel is available throughout the week if you have any queries about your sessions, funding, fees or payments. Please also endeavour to pay all fees by the due date. Hot lunches can be ordered on a Monday for the week or on the morning your child attends.

**Isle of Wight School Terms And Holidays
2024 – 2025**

Determined programme of school term and holiday dates for county and controlled schools for the academic year 2024/25

SEPTEMBER 2024						
M	26	2*	9	16	23	30
T	27	3	10	17	24	
W	28	4	11	18	25	
T	29	5	12	19	26	
F	30	6	13	20	27	
S	31	7	14	21	28	
S	1	8	15	22	29	

OCTOBER 2024					
M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18#	25	
S	5	12	19	26	
S	6	13	20	27	

NOVEMBER 2024				
M	4*	11	18	25
T	5	12	19	26
W	6	13	20	27
T	7	14	21	28
F	1	8	15	22
S	2	9	16	23
S	3	10	17	24

DECEMBER 2024					
M		2	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20#	27
S		7	14	21	28
S	1	8	15	22	29

JANUARY 2025					
M		6*	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

FEBRUARY 2025				
M	3	10	17	24*
T	4	11	18	25
W	5	12	19	26
T	6	13	20	27
F	7	14#	21	28
S	1	8	15	22
S	2	9	16	23

MARCH 2025					
M		3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

APRIL 2025					
M		7	14	21	28
T	1	8	15	22*	29
W	2	9	16	23	30
T	3	10	17	24	
F	4#	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

MAY 2025				
M	5	12	19	26
T	6	13	20	27
W	7	14	21	28
T	1	8	15	22
F	2	9	16	23#
S	3	10	17	24
S	4	11	18	25

JUNE 2025					
M		2*	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

JULY 2025					
M		7	14	21	28
T	1	8	15	22	29#
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

AUGUST 2025				
M		4	11	18
T		5	12	19
W		6	13	20
T		7	14	21
F	1	8	15	22
S	2	9	16	23
S	3	10	17	24

Daily Routine

A typical day at Windmills Preschool runs as below. However, depending on the needs of the children and any additional activities or events that are planned, this may vary from time to time.

- 8.45am – Children arrive – Group registration time together followed by activities indoors/outdoors. At least two adult led planned activities to take place during the morning session.
- 10:00am – Snack Café opens, children choose to come for a snack and a drink
- After snack, approx. 10:30am - Free-flow play indoors and outdoors. Planned local trips 10:30-11:45.
- 11.15am- Letters & Sounds activities or experiences/bucket group time
- 11.30am – Nappy changing checks
- 11:40am – Tidy up time, all children encouraged to help
- 11:45am – Story and song/group discussion time, alternative quiet play offered for those children who do not want to participate
- 12:00pm – Lunch time starts
- 1:00pm – Free play activities, indoors and outdoors and at least one adult led planned activity in the afternoon session.
- 1.00pm - Letters & Sounds activities and experiences/bucket group. Planned afternoon outing -beach, park, village
- 2.10pm - Snack Café opens; children choose to come for a snack and a drink
- 2.30pm – Nappy changing checks.
- 2:40pm – Tidy up time, all children encouraged to help
- 2:45pm –story and song/group discussion time, alternative quiet play offered for those children who do not want to participate
- 3:00pm – Home time

The daily routine is flexible enough to adapt to each child's individual needs

Dropping off & collecting your child

If you are bringing your child to Windmills Preschool for our morning session, please note that we do not open our doors until 8.45am; this is so that we can set up activities and plan for the day ahead. You can wait in the barked outside area and this can provide a nice opportunity to talk with other parents. When dropping off at any other time the main door will be locked so will you need to knock for a staff member to let you in.

If the children are enjoying outside play at the back of the mobile you may not enter this area directly, as the gate will be locked. Usually there will be a staff member on duty inside to answer, otherwise, please alert the staff outside to your arrival, by knocking on the front door of the preschool, thank you.

When you bring your child onto the premises their safety is your responsibility until you have signed them in and left the building. At collection time, once your child has made contact with you they are considered to have been returned to your care and again their safety is your responsibility.

We also ask for your cooperation in maintaining the security of the Preschool by observing the following:

- Please only use the entrance off the Primary School playground
- Never open the door for other parents or visitors to Preschool, a member of staff will do this
- Do not leave the door open for other parents who may be on their way
- If you are shutting the main door, please ensure it is shut properly
- Please be aware of the children's whereabouts when you are entering or leaving the Preschool-if in doubt ASK
- Always shut the gates when coming into and leaving the Preschool site
- Do not distract the staff members on the door; do come into Preschool and find a member of staff to talk to
- Please leave pushchairs at the bottom of the ramp to avoid congestion at the entrance

Registration

It is very important that ALL children are signed IN and OUT of the Preschool.

A daily register is placed on the cupboard containing the children's home trays. On the register you will find your child's name with a space to fill in the time they arrived and for a parent or carer's signature. Throughout the day our staff will check the register to see how many children are present and make regular head counts. At the end of your child's session it is also important that you sign your child out again so that we know they are safely back in your care.

Keeping our registers accurate is vital especially if we have to evacuate because of fire.

We also encourage children to register themselves on our felt register board. All children have a name label which may include their photograph; this then has a piece of Velcro on the back which sticks to our felt board. Children can find their name label at the beginning of each session and are also encouraged to also take their name back down when they go home and place it in on the wall alongside.

Other People Collecting Your Child

We will not allow people who are unknown to us to collect your child. It is therefore vital that you provide us with a password on the registration form. Please also inform a member of staff if someone is picking your child up from Preschool on your behalf. We will need to know their name and if they are not known to us please make sure they have been given the password!

Accidents and Medication

Accident Forms

At Windmills Preschool we keep a record of all accidents and injuries that occur. If your child has been involved in an accident, they will be attended to by a trained first aider who will then fill out a form detailing what has happened. The form will be shown to you at collection time and once you have read the form, please sign it to acknowledge the accident. If you would like to discuss in more detail the details of the accident, please talk to a member of staff.

We are also required to record any accidents that your child may arrive with; this is to safeguard ourselves as well as the children in our care. If your child has an injury on entering Preschool you will be asked to complete an Existing Injuries Form.

Medication

We can only administer medication which has been prescribed by your child's doctor or pharmacist. The medication needs to be in the original packaging and have your child's name and dose clearly on the container. You will then be asked to fill out our Medication Consent Form with a member of staff. When the medication is given at preschool, this will be detailed on the form, and when you collect your child you will be asked to sign this to acknowledge the medication we have given to your child. If your child has regular medication – for example an inhaler for asthma you can leave this in the medication cupboard and we will let you know when it needs replacing.

If your child has more complex medical needs we will work closely with you and health professionals involved in your child's care to ensure we meet their needs fully.

Children with Additional Needs

We welcome all children at Windmills Preschool and view their individual needs and requirements as unique. We have lots of experience of working with children who have additional needs, whether these are behavioural, speech and language related or diagnosed conditions. We are practised at working with outside agencies to ensure you and your child receives the best support available.

Snack time, Lunch time and Drinking water

VERY IMPORTANT-WE OPERATE A NO NUT POLICY and monitor all allergens!

Please do not bring any products that contain nuts into the setting, including, peanut butter, chocolate spread and cakes with nuts.

Staff members are trained in Food Preparation and Kitchen Hygiene and this is an area of practice that we take very seriously. We adhere to the guidance issued by the Environmental Health Agency to ensure that your child's health and safety are maintained to the highest standard.

Snack time

Snack time is organised as 'rolling' snack, this means that children are told when snack is available but they do not have to stop what they are doing immediately and can come to the table when they are ready. Children who are interested, are chosen to take turns to prepare the snacks and drinks for the rest of the group with a member of staff. Children

then take their name card and place it on the snack board when they would like to join in. This ensures all children have the opportunity to have a snack and drink.

We only provide fresh milk and water at snack time, as we believe these are proven to be the healthiest choices for your child as opposed to juice or squash.

We do ask parents for their assistance with helping towards the cost of snack as this helps us to keep our fees low. We ask that parents and carers provide a snack once a week; this can be anything from the list below or any other healthy snacks you feel the children will enjoy. These will then be shared with the other children at snack time. Alternatively, you can put some money in the snack jar and, where possible, the children will visit the local shops to buy some snacks to eat.

Snack Ideas:

- Fruit and Vegetables – apples, oranges, bananas, grapes, melon, carrots, raisins
- Salad - cucumber, cherry tomatoes, celery, pepper
- Wholemeal bread, fruit loaf, bread sticks, savoury biscuits, crackers, rice cakes
- Yoghurt, cheese, savoury dips

Lunchtime

Your child can either bring a packed lunch into Preschool or can have a school dinner from the Primary School.

Packed Lunch

Please ensure that your child has a **named** suitable container for their packed lunch, a purpose made lunch box or bag is best as this will keep all your child's lunch together. We keep all lunch boxes on the trolley in front of the kitchen, so ask that you include a cool pack. You can place your child's lunchbox here when you come into Preschool. Fruit such as grapes and tomatoes should be cut up as they present a choking hazard. NO sweets or chewing gum are allowed in the children's lunchboxes and will be removed by staff if found. We also encourage healthy eating and ask that only water is included as a drink in your child's lunchbox. Milk and water are supplied by the preschool for snack times and lunchtimes, and water is provided throughout the day.

School Dinner

A school dinner currently costs £3.54 as at September 2024 (subject to change) and this can be ordered in advance or on the morning it is required, please see Rachel in the office or one of the staff team to place an order. Menus for each term are distributed and a copy can be obtained from the office.

Drinking Water

Fresh water is provided at a small table both indoors and outdoors throughout each day. Children are encouraged to pour their own water from a small jug into a plastic cup, which is then placed in a washing up bowl. Please let a member of staff know if you feel your child will need help with this, we do regularly advise children to have a drink and older children are encouraged to help younger children with pouring etc.

What Your Child Needs at Preschool

When starting at Windmills Preschool, your child will be given their own peg in the cloakroom area; this is where your child will hang their coat. You can also keep most of your child's belongings here. You can leave your child's bag at Preschool however, if your child has had a change of clothes during the day please make sure to take wet or soiled clothing home. Underneath your child's peg you can keep their slippers and wellingtons. What your child may need:

- Suitable clothes for the weather
- Sensible footwear, no heels or flip flops and we do not recommend Crocs
- Raincoat, hat, gloves and wellington boots in cold, wet weather
- Sun hat in the summer.
- A spare set of clothes including underwear and socks
- Plimsolls or trainers for P.E.
- Lunch box or dinner money if staying for lunch
- Nappies and baby wipes.
- Child's comforter or teddy – we discourage children from bringing in very small toys from home as they can get lost very easily!

Uniform

Your child will be issued with one free Windmills sweatshirt on registration. We have Windmills Preschool sweatshirts and t-shirts available to purchase if you require additional items. We do not operate a strict uniform policy. However, we do encourage children to wear the uniform to show pride in attending the preschool. Currently sweatshirts are £8.50 and t-shirts are £6.

PLEASE LABEL ALL OF YOUR CHILD'S BELONGINGS

Key Person System

All children are appointed a Key Person, who will be the main person caring for your child when they first start preschool and for their remaining time with us. During your initial visits to preschool you will have a meeting with your child's key person to fill out our 'All About Me' sheet. This involves a discussion about your child's likes and dislikes, favourite games and toys and details about special people with whom your child has contact. When your child's 'primary' key person is not at preschool another member of staff will be assigned the task of caring for your child, this will be their 'secondary' key person. They are here to help you and your child to settle into preschool and to be a special point of contact for yourselves.

Children's "Home Tray"

Don't forget to check your child's named home tray regularly which will contain newsletters, invoices and other important information.

Assessment and the Learning Journey

Your child's key person is responsible for tracking their progress in their Learning Journey. Observations of your child are entered in a diary style and then cross referenced against the learning and development statements of the EYFS. In this way we can ensure that we are providing relevant opportunities for your child's individual needs that are helping them to progress along their unique journey of learning and discovery. Many children will have an online version of this Learning Journey, if you wish to choose this option. Observations, including pictures and videos are recorded using a tablet and uploaded on to Tapestry, a secure online Learning Journey. Only the child's parents and the practitioners of the setting can access a child's area. With this, you can see what your child has been involved with at preschool, where they are in their development at preschool and make comments and observations yourself if you choose to! We can also print out the Learning Journey, so a hardcopy is available.

Each term, Spring, Summer and Autumn, you will be invited to attend a key person meeting where you can discuss your child's wellbeing and progress.


Between the age of 2 and 3 years your child's key person will carry out the Two-Year Progress Check on your child. The aim of this is to ensure your child is developing as expected and provide extra support if there are any gaps in development. More information about the Early Years Foundation Stage is attached and can be found on the notice board opposite the cloakroom.

Children's Illnesses

Whilst we have a policy in place to deal with a child who becomes ill when in our care we do appreciate it when parents adhere to the following guidance so that we can minimise the risk of infection within the setting. These guidelines are issued by the Health Protection Agency and we value your cooperation as we strive to implement them at all times.

Disease	Exclude Until
Antibiotics Prescribed	2 days after treatments starts
Chickenpox	5 days from start of skin eruption or once scabbed over
Conjunctivitis	None
Diarrhoea and vomiting	48 hours from last episode of diarrhoea or vomiting
Fifth disease (slapped cheek)	None - only likely to be infective before symptoms appear
Glandular fever	Person is well
Hand, foot and mouth disease	None - good hygiene helps
Head lice	No exclusions
Hepatitis A	Children <5 yrs: 5 days from start of illness. Children >5 yrs: none
Herpes simplex virus (cold sores)	None
Impetigo	Until lesions healed or crusted (little firm evidence)
Measles*	5 days from onset of rash
Monkeypox*	Until symptoms disappear
Mumps*	5 days from onset of swelling
Ringworm	None
Rubella*	5 days from onset of rash
Scabies	24 hours of treatment
Scarlet fever*	5 days if treated
Threadworms	None
Tuberculosis*	Variable
Verrucas	Continue all activities and cover with a dressing
Whooping cough*	3 weeks

*Reportable diseases

 UK Health Security Agency South East Region	<h2>Respiratory Outbreaks</h2> <p>This action card aims to explain the key actions for managing respiratory infections in an education or childcare setting. It is in line with the guidance Health protection in education and childcare settings - GOV.UK (www.gov.uk)</p>
Transmission Route:	<p>Person to person spread through small droplets, aerosols and through direct contact. Surfaces and belongings can also be contaminated when people with the infection cough or sneeze or touch them. The risk of spread is greatest when people are close to each other, especially in poorly ventilated indoor spaces.</p>
Exclusion:	<p>Guidance for children in educational settings included in People with symptoms of a respiratory infection including COVID-19 - GOV.UK (www.gov.uk)</p> <ul style="list-style-type: none"> • Children and young people who are unwell and have a high temperature should stay at home and where possible avoid contact with other people. They can go back to an education or childcare setting when they no longer have a high temperature and they are well enough. • It is not recommended that children and young people are tested for COVID-19 unless directed to by a health professional. • If a child or young person has a positive COVID-19 test result they should try to stay at home and where possible avoid contact with other people for 3 days after the day they took the test. • Adults with a positive COVID-19 test result should try to stay at home and avoid contact with other people for 5 days. • Children and young people who usually go to school, college or childcare and who live with someone who has a positive COVID-19 test result should continue to attend as normal. • Children with mild symptoms such as a runny nose, sore throat, or mild cough, who are otherwise well, can continue to attend their education or childcare setting.
Closures:	<p>It is not necessary to close the school, unless there are operational reasons such as significant staff absence, which would be a decision for the school in conjunction with the relevant educational authority.</p>
Recommended actions for limiting transmission	
Hand and respiratory hygiene:	<ul style="list-style-type: none"> • Children should be supervised and/or encouraged to wash their hand regularly • Hand washing with liquid soap and warm water preferred over alcohol gel • Paper towels should be used for drying hands and a wastepaper bin provided for disposal. • Encourage good respiratory hygiene (using and disposing of tissues) • eBug England Home has a range of educational resources for ages 3-16 to learn about microbes, infection prevention and control, antibiotics and vaccination.
Cleaning and disinfection:	<ul style="list-style-type: none"> • Regular cleaning using standard cleaning products such as detergents and bleach is an important part of reducing transmission • Frequently touched surfaces such as door handles, light switches and work surfaces should be wiped down twice a day and one of these should be at the beginning or the end of the working day. • Cleaning of frequently touched surfaces is particularly important in bathrooms and communal kitchens.
Ventilation and use of outdoor space	<ul style="list-style-type: none"> • Consider use of outdoor spaces if possible • Ensure occupied spaces are well ventilated and let fresh air in. Further information: <ul style="list-style-type: none"> ◦ Ventilating classrooms to reduce the spread of Covid 19 doesn't mean pupils need to be cold - here's why - The Education Hub (blog.gov.uk) ◦ COVID-19: ventilation of indoor spaces to stop the spread of coronavirus - GOV.UK (www.gov.uk)
Communications	<ul style="list-style-type: none"> • Consider communications to raise awareness among parents and guardians of the outbreak and reinforce key messages, including the use of hand and respiratory hygiene measures

Respiratory Outbreak Action Card Education and Childcare Settings V02.00

How to Make a Complaint if you are ever unhappy

If you have a concern or complaint:

We would like you to tell us about it.

We welcome suggestions for improving the Preschool and assure you that what you tell us will in no way affect the way you or your children are treated.

What to do first:

A parent who is uneasy about any aspects of the group's provision should, initially, talk over any worries or concerns with the Practice Manager or Administrator.

What to do next:

If this does not result in a suitable outcome within an agreed timescale, or if the problem re-occurs, the parent should put concerns or complaints in writing, and request a meeting with the Practice Manager and Company Directors.

If you are still unhappy:

You should contact the Company Directors and invite an external mediator to a further meeting, (one who is acceptable to both parties).

The mediator will help to define the problem, review the action so far, and suggest further ways in which it may be resolved.

Further action:

You can contact a member of the Local Authority and express your concerns;

Newport Help Centre,
County Hall,
High Street,
Newport,
Isle of Wight
PO30 1UD

01983 821000

Alternatively, you can contact OFSTED;

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 4666

Setting Ref: EY447958