



## **Settling-in**

Before a child starts to attend our setting, we use a variety of ways to provide his/her parents with information.

- These include welcome letter, parent contract and policies upon request.
- We provide opportunities for the child and his/her parents to visit the setting.
- The key person welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process.
- When a child starts to attend, we explain the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into the setting.
- We allow the parent, carer or close relative, to make the decision on whether they leave their child in session during their first week, or stay, gradually taking time away from their child; increasing this time as and when the child is able to cope.
- Younger children may take longer to settle in, as may children who have not previously spent time away from home.
- Children who have had a period of absence may also need their parent to be on hand to re-settle them.
- We judge a child to be settled when they have formed a relationship with their key person; for example, the child looks for the key person when he/she arrives, goes to them for comfort, and seems pleased to be with them.
- The child is also familiar with where things are and is pleased to see other children and participate in activities.
- When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when.
- We recognise that some children will settle more readily than others, but that some children who appear to settle rapidly are not ready to be left.
- We do not believe that leaving a child to cry will help them to settle any quicker. We believe that a child's distress will prevent them from learning and gaining the best from the setting.
- We reserve the right not to accept a child into the setting without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.
- Within the first four to six weeks of starting, we discuss and work with the child's parents to begin to create their child's learning journal.

## **Child Attendance**

We believe regular attendance is a contributor to a child's welfare and learning. Regular attendance will give the child a sense of belonging and aid the positive relationships with the adults caring for them; it will allow practitioners to plan challenging, yet achievable, enjoyable experiences based on

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
smilingfacesps@gmail.com

Ofsted Registered  
EY546662



the individual needs, interests and development of the child. Attendance will be monitored and non-attendance may result in a child's place being withdrawn.

- Children are expected to attend Smiling Faces Preschool for each of their registered sessions.
- Parents are required to bring/collect their children on time. Arrival times are 09:00am or 12:00pm.
- Registers are taken as children are entering the setting.
- Collection times are 12:00pm or 15:00pm
- Late collection will result in a fee being imposed; £5 for each 10 minutes of lateness.
- Absences will be recorded in the register, as will arrival/departure times.
- We must be notified of sickness (the reasons for) and holidays.
- Notification of sickness must be made for each day the child is absent.
- Absence as a result of holiday will be noted on the register.
- The settings manager will check registers daily. If a pattern of irregular attendance/nonattendance is highlighted, discussions will be held with the child's key person to ascertain any known reasons for absence.
- The Child's parents will be contacted on the same day by telephone to determine whether or not there is a problem.
- If we are unable to speak to the parent/carer, we will try other modes of communication such as an email. Failing this, we will make a note of the child's next expected session. • If on the child's next expected session, they do not attend and we still haven't received notification of absence a further phone call will be made and the absence logged.
- The settings Designated Safeguarding Lead (DSL) will be informed.

If the pattern of non-attendance continues for a further two sessions, a letter will be sent to the parents/carers at the home address kept on file. It will inform them of our concerns over attendance and the possible withdrawal of their child's place. We will continue our attempts to make contact with the parents/carers. Following receipt of the letter, if contact still hasn't been made by the parents/carers and the child continues to be absent the settings DSL will refer the matter to MASH. We will endeavour to support the family. If there are no child protection concerns, and after the above avenues have been explored, the child will be removed from the preschool register and the local authority informed if funding is applicable for the child.

### **Fees** (where applicable)

- Fees should be paid promptly and IN ADVANCE
- You can pay by cash, cheque, BACS
- ALL Absences must be paid for
- If you fall into arrears your child's place at pre-school may be a risk

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
smilingfacesps@gmail.com

Ofsted Registered  
EY546662



### **Funding for 3/4-year-olds**

Your child is funded from the term AFTER their 3rd birthday. They are entitled to 15 hours funding per week (an all-day session counts as 6 hours). You will be asked to complete a funding form to receive the free entitlement and provide a copy of your child's birth certificate. These must be returned as soon as possible, otherwise your free entitlement could be delayed.

For working parents' of 3/4 year olds, you may be eligible for 30 hours funding from the term after your child's 3rd birthday. You can check your child's eligibility online at:

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

### **Funding for 2 year olds**

The Local authority is able to offer eligible two-year-olds up to 570 hours of early education per year over a minimum of 38 weeks from the term after your child's second birthday. This means the maximum you can take in one week is 15 hours, or you may wish to 'stretch' this funding i.e. your child has fewer hours a week so they can attend the setting throughout the year. This funding will continue until your child is able to claim their three-year-old place, available for all children. To qualify, the Government states that the parent/carer must be in meet certain criteria.

### **The full eligibility criteria are as follows:**

Your child is eligible if you are a parent/carer in receipt of:

- Universal Credit
- Support under Part VI of the Immigration and Asylum Act 1999
- The Guaranteed element of State Pension Credit
- Child Tax Credit, provided you are not entitled to Working Tax Credit and have an annual gross income (as assessed by HM Revenue and Customs) of no more than £16,190
- Working Tax Credit during the four-week period immediately after your employment finishes or after you start to work less than 16 hours per week

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
[smilingfacesps@gmail.com](mailto:smilingfacesps@gmail.com)

Ofsted Registered  
EY546662



**Any extra hours your child receive should be paid for Current Prices**

<b>Age</b>	<b>Charges</b>
2-3 years old	9am-12pm (Morning session) £45
	12pm-3pm (Afternoon session)£45
	9am-3pm (Full Session) £90
3-5 years old	9am-12pm (Morning session) £30
	12pm-3pm (Afternoon session) £30
	9am-3pm (Full Session) £60

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
smilingfacesps@gmail.com

Ofsted Registered  
EY546662



### **Leaving the setting**

If your child is leaving the setting, 1 week notice must be given to the office. When a child leaves in the middle of a term, fees must be paid for the remainder of that half term by their last day. (For government funded children transferring to another setting ask for advice from the administration staff.)

### **Refund/Termination Policy**

#### **Parent**

If you decide to take your child out of the program for whatever reason, a weeks' notice is required. You are responsible to pay your regular rate as specified in your contract whether or not you continue to bring your child in for the remaining of the week.

#### **Provider**

A child may be discharged from our program for the following reasons. (All attempts are made to have the child stay with us). If tuition is not paid for upcoming care we reserve the rights to pause care until payment is made.

- Failure of parent/guardian to pay tuition.
- Lack of parental cooperation
- Failure to complete required forms
- Continuous inappropriate behaviour

### **Making a complaint**

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach [with the appropriate member of staff]. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
smilingfacesps@gmail.com

Ofsted Registered  
EY546662



request. A full procedure is set out in the Pre-school Learning Alliance publication Complaint Investigation Record (2012) which acts as the 'summary log' for this purpose.

### **Making a complaint**

#### **Stage 1**

- Any parent who has a concern about an aspect of our setting's provision talks over his/her concerns with our manager first.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed our manager and signed by the parent.
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, our manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation in writing within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with our manager and the chair. The parent may have a friend or partner present if they prefer and our manager can invite a staff member.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

#### **Stage 4**

- If at the stage 3 meeting the parent cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
smilingfacesps@gmail.com

Ofsted Registered  
EY546662



define the problem, review the action so far and suggest further ways in which it might be resolved.

- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### **Stage 5**

- When the mediator has concluded her/his investigations, a final meeting between the parent and our manager. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

### **The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local**

#### **Safeguarding Children Board and the Information Commissioner's Office**

- Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD or Tel: 03001231231
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and our setting are informed and our manager work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
[smilingfacesps@gmail.com](mailto:smilingfacesps@gmail.com)

Ofsted Registered  
EY546662



## **Records**

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

Location:  
172 High St;  
Penge, London  
SE20 7QS

Contact us on:  
07340670970  
[smilingfacesps@gmail.com](mailto:smilingfacesps@gmail.com)

Ofsted Registered  
EY546662