

Parent’s Handbook

Apr 2018

**Introduction**

This handbook is designed to give the parents of children attending Little Hands Montessori information regarding their day-to-day dealings with the nursery and to outline the responsibilities of both the Nursery and Parents.

It should be read through before children attend their first day at Little Hands, and should also be kept for future reference. Every year this handbook is updated to be in line with Ofsted and the EYFS Statutory requirements. Details about events and notifications about other aspects of our nursery will be emailed to parents in a newsletter and may also be posted on our website [www.littlehandsmontessori.com](http://www.littlehandsmontessori.com) .

**Mission Statement**

At Little Hands Montessori, we believe that we can give your child the best start in life! We aim to provide:

* A caring and pleasant environment
* Education through play and hand’s on activities
* Develop and stimulate each child on an individual level
* Achieve key qualities in helping children make a positive contribution in the future
* Realisation of their full potential
* Develop self esteem and confidence within each child

**Aims & Objectives**

* To provide a caring atmosphere where each child will feel happy, safe and secure and gain a sense of belonging.
* To provide education through play and a broad and balanced curriculum, working in partnership with the Montessori method , the EYFS programme and parents.
* Our aim is to provide outstanding early years education for children through creative play, self discovery and learning experiences to help the child reach his potential.
* Children are assigned a Key Worker who encourages independence by facilitating their natural exploration and ensures children develop at their own pace.
* To develop and stimulate each child to help him become a successful and confident learner and contribute to society.
* To ensure that any child who experiences individual barriers to learning is supported by the appropriate professional agency.
* To ensure that parents are fully involved and well informed on their child’s development and behaviour progress.
* To support and encourage staff to develop their skills through continuous professional development opportunities in order to deliver the best possible outcomes for children.

**EYFS Principles**

* **A Unique Child**

Every child is a competent learner from birth who can be resilient, capable, confident and self assured.

* **Positive Relationships**

Children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person.

* **Enabling Environments**

The environment plays a key role in supporting and extending children’s development and learning.

* **Learning and Development**

Children develop and learn in different ways and at different rates and all areas of learning and development are equally important and inter-connected.

**Our Premises**

**Wimbledon Branch Tel: 07484 643136**

Little Hands Montessori is located inside Wimbledon Methodist Church. The Church is a new building and so offers excellent facilities. The whole building is disabled/buggy friendly and the nursery setting is located on the first floor. The classroom is open plan with Montessori material accessible to all the children, a cosy book corner, construction and creative area, a painting area and a home corner. An outdoor play area is directly accessible only to the children in the nursery. This area provides sand and water play, some push and pull toys, a climbing frame and outdoor learning resources. Toilets are located directly outside the classroom. Downstairs, there is a large hall which the nursery has access to twice a week for gross motor activities and extra classes like Stretch and Grow and Ballet.

**Merton Park Branch Tel: 07472 925920**

Little Hands Montessori is located in the clubhouse of the Cranleigh Tennis Club. It is a large room in a single storey building used exclusively by the nursery during operating hours. Buggies and scooters can be parked in the side alley of the building.

The room is open plan with a home corner, book corner, Montessori and early years resources accessible to the children and a craft area. Outdoors, there is a lovely large garden with turfed areas both at the front and back for the children to use. The back section has a climbing frame, a mud kitchen and a planting area and the front is set up with various outdoor toys to play with like water play, cars, scooters, a trampoline and small world resources. The tennis courts can also be used occasionally if needed and we have tots tennis there once a week.

**Staff**

The staff members at Little Hands Montessori are fully trained professionals and experienced in either Montessori or Early Years qualifications. They undergo a thorough recruitment process including an enhanced DBS to ensure they are suitable to work. They are all trained in Basic Safeguarding and Prevent and Special Educational Needs Awareness and attend regular training courses throughout the year.

We occasionally have students/volunteers who work with us and ensure they are DBS checked and suitable to work with children.

The teachers are allocated a number of children for whom they are key workers. As our teachers may not work every day, we have a key worker buddy system so sometimes key workers share a key child.

We believe a high teacher/child ratio will enable your child to develop comfortably and securely because of the positive relationship he/she will form with his/her key worker and the quality of meaningful interactions he/she will be able to have. Our team understand that by offering a conducive learning environment, all children will develop in a pleasant, secure environment and they are responsible for maintaining this Montessori prepared environment.

Little Hands tries to ensure that all their staff undergo Paediatric First Aid Training. There is always a member of staff on the premises who holds a valid First Aid Qualification.

**Activities**

Your child will engage in various different activities throughout his/her session. Our main focus is on a Montessori curriculum coupled with the Early Years Foundation Stage requirements. All the activities will require some kind of participation and where possible, will be of a “hands on” nature. Children are taught independently, in pairs and in groups participating in regular circle- time activities. Fun activities like pretend play, play dough, puzzles, outdoor play are seen as just as important and so are incorporated in the sessions.

The main Montessori areas are:

* Practical Life Skills
* Sensorial
* Language
* Numeracy
* Culture (Zoology, Botany and Geography)

Other activities incorporated in the curriculum are:

* Arts & Crafts
* Music& Movement and Drama
* Letter of the week and Show & Tell
* Project activities
* Indoor and outdoor play

We also have a focus every half-term on a topic which will involve a teacher led activity for your child every day. The topic will be informed to the parents at the start of each half term and children may bring in show and tell items based on that particular topic.

**Teaching Methodology**

Your child’s key worker is responsible for ensuring that your child develops appropriately in all seven learning areas of the Early Years Foundation Stage:

* Personal, Social and Emotional Development
* Physical Development
* Communication and Language Development
* Understanding of the World
* Literacy
* Mathematics
* Expressive Arts and Design

The first 3 areas are known as the “prime” areas of learning which are more focused on 2 year olds. The latter 4 are known as “specific” areas of learning which children progress onto when they are a little older.

Every term, the key worker meets the parent to discuss and agree on targets for each of the seven areas mentioned above. She then plans activities through Montessori exercises and project exercises to help each child meet their targets. It is not necessary that each target is met each term as children develop according to their interests at their own pace and sometimes a child may need more time to develop in a certain area. In that case, the target is carried forward to the next term.

The Montessori Work Period is the time when children have the freedom to choose which activities they want to work on to help construct themselves. The key worker observes their choices and plans activities to help further them in their skills. It is through her observations that she highlights areas of weakness which she will then guide the children towards and help them strengthen those areas. Parents are informed on any areas that need strengthening so that reinforcement can be given at home.

Key workers need to be continually updated on any changes in a child’s development by parents and particularly if the parent is concerned. If the key worker finds the child to be delayed in a certain area on the tracking sheets, she will flag this to both the parent and manager and steps will be taken to investigate further. If no progress is made in two consecutive terms, then it is likely that the delay will be referred to either the Merton Inclusion team or another professional in the relevant field.

**Promoting British Values**

Little Hands Montessori actively promotes embedding British Values within its practice.

These are:

* Rule of Law
* Democracy
* Individual liberty and mutual respect
* Tolerance of those with different faiths and beliefs

 This is incorporated through our Montessori approach and everyday activities. Practices such as our “Golden Rules”, a cultural calendar, involving the children in decision making, giving them a chance to contribute in circle time and valuing their comments, using puppets to talk about feelings are all examples of how we embed British Values.

**Special Educational Needs**

Little Hands Montessori has regard for the Special Educational Needs (SEN) Code of Practice and our SEN co ordinator is Shaza Haq. Little Hands Montessori makes reasonable adjustments to be as inclusive as possible and support children with SEN or disabilities. Based on observations and assessments, practitioners consider whether a child may have a special educational need or disability which requires specialist support. They link with, and help families to access, relevant services from other agencies as appropriate. Partnership with parents for this is key and support from the local borough inclusion team.

**English as a Second Language**

For children whose home language is not English, Little Hands takes reasonable steps to provide opportunities for children to develop and use their home language in play and learning, supporting their language development at home. We also ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS: ensuring children are ready to benefit from the opportunities available to them when they begin Year 1. When assessing communication, language and literacy skills, we assess children’s skills in English. If a child does not have a strong grasp of English language, we explore the child’s skills in the home language with parents and/or carers, to establish whether there is cause for concern about language delay.

**Clothing & Equipment**

* Parents are requested to provide a spare set of clothing in the event of minor mishaps.
* All items of clothing, particularly outer garments and personal belongings should be labelled with the child’s name clearly.
* As children are encouraged to be independent, parents are requested to dress their child in such a way which is easy for the child to dress/undress by himself. ie. No belts or buttoned vests.
* Children need to be dressed in comfortable and practical clothing and footwear.
* We do not stipulate that children have to be toilet trained. However, if your child requires nappies we ask for these to be provided with wipes.

**Nappy Changing Policy**

Children who are not fully toilet-trained need to wear nappies or trainer pants. The staff are all trained how to carry out nappy changing. Parents need to provide nappies and wipes for their children and maintain that 2 nappies are provided at all times. To ensure hygiene, staff are required to wear disposable gloves when changing nappies and they are both double sealed and disposed of appropriately. If a child is going through the transition of being toilet trained, we request he/she wears trainer pants/pull ups for the 2 full weeks. If the child stays dry for those 2 weeks, then the parent will be informed and the child may attend in suitable underwear.

If the child has too many accidents, we will request that pull ups be used again to maintain the hygiene levels in the nursery.

**Snack time**

Every session involves a chance for the children to sit together and eat a snack/light lunch. As we promote healthy living, we request parents to provide a snack which is healthy and nut free. We are not able to heat any food or refrigerate products so please use a food flask or ice packs if needed to maintain a certain temperature. Unhealthy foods like crisps, chocolates and sugary drinks are not allowed. Children are not allowed to share their food in case of allergies.

We encourage good eating habits by asking children to eat savoury food or fruit before their treat if they have one. Water is to be provided in a labelled water bottle and available throughout the session.

Children are encouraged to develop good table manners by remaining sitting during snack time, and asking to leave the table when they have finished.

**Induction and Settling In**

Once your child is registered with us parents need to sign all the relevant declaration forms. Subsequent information will be emailed to the parent and can be discussed with the manager or child’s key worker.

When your child starts nursery, we aim for them to settle in smoothly ideally without the parent staying in the room. If the child gets very upset, the parent can make a maximum of 3 or 4 visits (reducing in duration) in the space of two weeks subject to both the staff and parents feeling it will benefit the child’s security and wellbeing. We do however, encourage parents to drop off and leave their child fairly promptly, if they are settled, to prevent giving out any mixed messages. Otherwise this does tend to delay the settling in process and cause detachment issues. Nevertheless, this period is a new experience to every child and we want it to be a positive one, so we believe it should be tailored to suit the individual needs of the child and can be altered at the discretion of the manager.

On arrival, the parent and child are welcomed by the Management or Key worker and then shown round the Nursery and introduced to the staff. The parent/carer can come into the room to fill out the appropriate paperwork and this will also help the child feel safe in his new environment. The first session is usually shorter than the regular session so that the child does not feel overwhelmed by the experience. The teacher/manager will decide the appropriate time for the parent to leave the classroom. Parents/carers will be expected to remain in the building at all times during the first couple of sessions in case the child is finding the settling in period challenging.

**Payment of Fees**

Fees are payable term-ly in advance by cheque or bank transfer by the first day of the term’s session. Cheques should be made payable to Little Hands Montessori. Transfers can be made to Little Hands Montessori Account No: 35360968 and our sort code is 30-99-66.

Parents who use a combination of both childcare vouchers and their own funds will need to specify the amount from each source prior to the payment to be made. We would also request that all payments are reference with their invoice number as many parents use the same voucher company.

Late fees will incur an extra charge of 5% if they are not been paid within two weeks of the beginning of term. If they are still not paid by the third week, then your child will be unable to attend until payment has been made. Any special circumstances for payment will be made at the discretion of the manager.

Any under payments or ad hoc charges will be invoiced during the term and parents will be given 2 weeks to pay for these.

**Daily Routine**

9.30 Welcome children and settle down

9.45 Morning circle – day/date/weather,

Show and tell on Mondays and Thursdays,

 Letter of the week on Tuesday, Wednesday and Fridays.

10.00 Montessori Work Period - presentations, observations, free play

11.00 Toilet and washing hands time/Rhyme time

11.10 Snack time

11.30 Story time

11.40 Outdoor play time

12.00 Project time- focusing on EYFS learning areas

12.20 End of day circle- recap of the day and praise good work/behaviour

12.30 Goodbye song and home time

**Lateness and Absences**

If a child will be late coming to nursery, we would request parents to inform us by text message on the nursery number or to the manager on 07854887786.

If a child will be absent, we would need to be informed on or before the day by either phone, text or email stating the cause of absence and the name of the person calling in. These details are part of our safeguarding children procedure.

Children who are absent repeatedly or without a given reason, will be monitored and funded children will be reported to Merton Council. Parents whose children are claiming funding sign an agreement with Merton that their child’s attendance will be regular.

**Sickness**

Parents are requested not to send their child to the Nursery if he or she is suffering from any of the following symptoms:

· Vomiting

· Diarrhoea

· Fever of above 37.5’C

· Rash (indicating measles, chickenpox, etc.)

Children may only be able to return 48hours after the last episode of vomiting or diarrhoea.

Little Hands has a duty to inform the relevant bodies on any illnesses or diseases which are communicable or notifiable to prevent the spread of infection.

In addition, should any child develop such symptoms while they are withus, we will contact the named contact persons so that the child may betaken home.

Medication cannot be administered unless it is prescribed by a GP and written clear permission and instructions are given from the parent/guardian by completing a medication form . Medicine which requires refrigeration must be placed in a clear plastic bag labelled with the child’s name and stored in the fridge by the member of staff.

**Please note we cannot administer medicines unless the parent fills out a consent form . Therefore, medication such as Calpol, Tixylix etc. which have been bought “over the counter” and which have not been prescribed by a GP cannot be administered.**

The key worker responsible for the child will administer any medication with the prior consent of the Manager.

**Existing Injuries and Accidents**

In line with our safeguarding policy, if a child arrives to nursery with an existing injury, the staff at the door will need to complete an existing injury form with the parent. This ensures that we are aware of the injury, its cause and any precautions that need to be taken. Parents are required to sign this form before leaving their child with us.

In the event of an accident or incident happening at nursery, there is a first aid box accessible at all times with appropriate content for use with children and a trained first aider to deal with the situation. Staff at Little Hands keep a written record of accidents or injuries and first aid treatment and inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given. Parents are requested to sign the accident form on the day of pick up.

If the parent is not present for pick up, the carer will be requested to sign the form and a photo of the form will be documented on the child’s Tapestry account.

**Emergencies / Lockdown Policy**

All children and staff carry out a fire drill once a term and are fully trained on dealing with emergencies and evacuation procedures.

In the event of an evacuation, the children will be our meeting point outdoors or if this is not appropriate, then safely taken to a nearby school and nursery after which parents will be informed on the action to be taken. If there is a threat of terrorism, our lockdown policy specifies that we follow the instructions given to us by the police. We will keep parents informed at all possible times and the actions to be taken.

**Child Security/ Protection**

**Security**

Little Hands sees the safety of the children as paramount. Once the child is handed over to our care, we ensure the nursery will be secure and the children will be supervised at all times. In addition, once a child is handed over to a parent or designated carer, we cannot take responsibility for that child’s safety even while the parent/carer and child are within the premises.

Your child will only be allowed to leave with the named parent/carer provided by the parent on the consent form. If a situation arises whereby another person will be collecting the child, prior notice must be given by you to authorise it by the manager. The password “Rainbow “ must be given to the alternative person you have authorised to collect your child. If this procedure is not followed, the staff will not be able to hand over the child until contact has been made with the parent.

**Child Protection**

**The Safeguarding Lead for Little Hands is Shaza Haq.** She is responsible for liaison with local statutory children's services agencies, and with the LSCB. She provides support, advice and guidance to all staff on an ongoing basis, and on any specific safeguarding issue as required.

Little Hands Montessori has a child protection policy which conforms to the Welfare Requirements. We take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child.

If a staff member has cause for concern/suspicion that a child may be at risk of, or being abused physically, mentally or sexually, neglected or in any way at home or elsewhere, they are under obligation to follow the nursery’s safeguarding procedures immediately. This disclosure and discussion will remain confidential between the member of staff and the Child Protection Liaison Officer if there is a significant risk of further harm. If not, then the parents will be informed accordingly.

Where there is a safeguarding issue with a member of staff, the safeguarding procedure for that will be followed. This policy includes the use of mobile phones and cameras in the setting.

**Drop Off and Pick Up**

At Little Hands Montessori, we expect all our children to be prompt on arrival and departure. This responsibility lies with the parents/carers. We request that children arrive and leave promptly to ensure they benefit from the routine and don’t get distressed.

As there is an earlier start at the Wimbledon branch, some children arrive at 9.00. Those children who start at 9.30 are requested to wait outside or downstairs if they arrive early.

Parents are requested to wait outside until the teacher opens the door at the beginning and end of the session.

Children can only be handed over to the named parent/carer. If another person will be collecting the child, prior notice must be given to the nursery. If a parent arrives early, they are not allowed to collect their child earlier unless they have a specific reason to do so. This is to ensure the sessions run smoothly.

Consistent late pick ups will be referred to the management and dealt with accordingly.

**Behaviour Management**

Little Hands Montessori always believes in an ethos of promoting positive behaviour, both by children and adults. Where behaviour fails to meet acceptable standards, we believe it is in the best interest of all the children in our care to deal appropriately with instances of poor behaviour and we encourage a reflective process with the child/children in question and maintain a focus on how the child can behave in a more positive manner.

We use the strategy of Rules, Praise and Ignore to encourage good behaviour at nursery.

Visuals are displayed of the golden rules and monkey puppets are used to teach children to understand why negative behaviour is undesirable and to develop empathy. The following steps are taken when there is any conflict between the children.

**Conflict Resolution Steps**

1. **Approach calmly and with an open mind**

Walk over and get down to their level.

1. **Acknowledge feelings**

Say “I can see you’re feeling hurt/cross/upset/angry”

1. **Gather information from both sides**

Say “What’s the problem?”

1. **Restate the problem**

Say “so the problem is…”

1. **Ask for solutions and choose one together**

Say “I wonder what we can do to solve the problem/help you feel better?”

1. **Be prepared to give follow-up support**

Keep an eye out for what happens next and give further support if needed.

**No Physical Punishment or Negative Language**

Little Hands imposes a policy of no physical punishment to any child under any circumstances by any member of staff. Staff never threaten corporal punishment, or threaten any punishment which could adversely affect a child's well-being. Negative words such as “naughty” are never used and positive support is given to encourage the correct behaviour.

A staff member will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention is taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child’s behaviour if absolutely necessary. In this instance, Little Hands keeps a record of any occasion where physical intervention is used, and parents and/or carers are informed on the same day, or as soon as reasonably practicable.

**Sanctions**

Where inappropriate behaviour becomes frequent, staff may use sanctions to deter the behaviour. This can be done by thinking time in a quiet area of the room to reflect, choices and consequences for actions that are clearly stated as unacceptable. These strategies are used to encourage the children to follow the rule of law as part of our British Values and understand the expected behaviour at nursery.

**Impact on Children**

We consider inappropriate behaviour by any child towards other children and staff as a behavioural issue. We work to instil and promote good citizenship between the children and harmony within the classroom. Should there be a concern that a child is behaving in a way which inflicts physical harm, is threatening or puts in danger their own, or any other child’s safety, then we will monitor this behaviour, make the parent aware of the behaviour and continue monitoring and informing them through verbal communication or written communication.

We also ask that parents work with us by reinforcing the message that this behaviour is inappropriate. Should the behaviour continue and other children continue to be at risk, we will implement a Behaviour Management Plan and work with the parents on various strategies. If the behaviour is unmanageable by the staff, we may ask that the child be removed for up to the period of one week.

When the child returns to nursery we will continue to work with the child and parents to monitor the situation for the period of one month. If the child is continuing to cause concern for the safety and wellbeing of other children then a meeting with the parents to discuss one to one care (payment of which will have to be met by the parent).

**Impact on Staff**

Little Hands Montessori adopts a policy designed to protect staff from unacceptable behaviour on the part of service users (children and parents).

We believe that our staff have a right to work in a safe environment free from verbal or physical abuse. We promote good citizenship between staff and children and parents and staff.

**Tapestry**

Little Hands Montessori uses an online learning journey platform called Tapestry to record, assess, develop and communicate your child’s progress while with us. This is recorded through photographs, videos or comments created by the staff and then linked to the areas of development in the Montessori and Early Years Foundation goals. These observations also form an assessment at the end of each term for parents to see if their child is developing age appropriately.

All users are registered onto the system by the manager, then sent an authorisation email. Staff, parents and carers are all requested to sign a consent form before use to ensure children’s images and data is kept confidential at all times.

Parents are required to complete the All About Me section when their child joins and update it every term. They are also able to comment on observations and add their own ones for teachers to incorporate their development at home in their planning.

**Parental Involvement**

Little Hands Montessori believes in forming a partnership with the parents is vital to ensure the best care of the child. Therefore, it is important that we keep our parents informed about their child’s progress and also about the developments within the nursery. Tapestry facilitates this as both parents and key workers can comment or communicate on matters relating to the child’s progress.

Parent meetings are also arranged once a term, at which time parents can discuss with their child’s key worker, any concerns regarding the assessments and contribute to the targets for the next term.

In addition to this we will endeavour to produce a regular Newsletter via email to ensure that parents/guardians are aware of all our current work, progress and issues. Special events will be held during the year to encourage involvement of parents and carers.

**User Records and Confidentiality**

Records of children’s details kept in the nursery will only be available to manager and relevant key worker. These will include the Registration forms, Medical forms,

Emergency contact numbers etc. These paper documents will be stored in a file and another copy on the manager’s computer so that a secondary back up information system is available. Parents/carers must inform the manager of any changes need to made to these records.

**Privacy Notice for Early Years Settings – 2, 3 and 4-Year-Old Funded Places**

Little Hands Montessori-collect personal information from you about your young child and may receive information about your child from your previous early years setting (where there has been one). We hold this information to:

* Support your child’s learning;
* Monitor and report on your child’s progress;
* Provide appropriate pastoral care
* Assess how well we are doing, and
* Claim funding for free early education

Information about your child that we hold includes your contact details, observation and assessment records, attendance information and personal characteristics such as your child’s ethnic group, any special educational needs your child may have and relevant medical information about your child.

***We will not give information about you to anyone without your consent unless the law and our policies allow us to.***

We are required by law to pass some information about you to our Local Authority (LA) and the Department for Education (DfE).

If you want to receive a copy of the information about you that we hold or share, please contact Shaza Haq on shazahaq@littlehandsmontessori.com

If you need more information about how the LA and DfE store and use your information, please go to the following website pages:

[www.merton.gov.uk/council/dp-foi](http://www.merton.gov.uk/council/dp-foi) or

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

**Confidentiality (Personnel)**

All our staff are aware that during their employment, they may be party to confidential information concerning Little Hands business and personal information of customers and their children. Employees shall not (either during the term of this employment or beyond) disclose or allow the disclosure of any confidential information regarding the business or confidential personal information regarding customers or their children.

**Food and Drinks**

During the session, children are free to access their drinking water which needs to be labelled clearly. Parents are required to provide a snack or light lunch which we require to contain healthy food your child will enjoy. Food cannot be reheated at the nursery. Little Hands is a nut-free nursery and so children and staff are not allowed to bring any food containing nuts to the classroom.

Children may have some cake or a treat when it is a child’s birthday if a parent wishes to bring them. Parents will be informed of any food allergies children may have and any parents who are not happy with this arrangement need to inform the management when their child joins.

**Temporary Closure**

In the event the premises becomes unsafe or unsuitable for use, ie. Power or water cut, the nursery will have to suspend its operations and send the children home. This is in the best interest of the children as their health, safety, hygiene and protection is in question.

Unfortunately, during this period, Little Hands is not able to reimburse parents for any missed sessions but efforts will be made to make up classes if physically and financially possible.

**Termination**

If a parent decides to withdraw their child from Little Hands, then one full term’s notice must be given in writing for children leaving the nursery permanently. This is stated clearly on the application form upon enrolment. Parents are asked at end of term meetings about their child’s current and future situation so that staff can plan for each child accordingly. Once the sufficient notice period has been given, the deposit will be offset in the last term’s fees.

If insufficient notice is given, fees for the current term will also be forfeited as well as the deposit.

In the event of permanent closure of the business (and where the business has not been placed into administration) parents shall be given two calendar month’s notice, in writing, of impending business closure. All appropriate child specific records shall

be handed over to their parent/guardian during the closure period. Staff will be provided with all their staff records.

**Complaints Procedure**

Parents are always encouraged to give feedback so that we can better ourselves in our care. Complaints are dealt with very seriously and any actions resulting from complaints are implemented as soon as possible. Parents who wish to make a complaint can request to look at our complaints policy and procedure or alternatively, make a complaint through Ofsted by going on their website [www.ofsted.gov.uk](http://www.ofsted.gov.uk) .

If there any other issues you would like more information on, please email to the owner/manager on shazahaq@littlehandsmontessori.com or call her on 07854 887786.

**Our Branches**

Wimbledon Methodist Church

Griffiths Road

Wimbledon SW19 1SP

**Tel: 07484 643136** Ofsted EY420837

Cranleigh Tennis Club

Cranleigh Road

Merton Park SW19

**Tel: 07472 925920** Ofsted EY500816