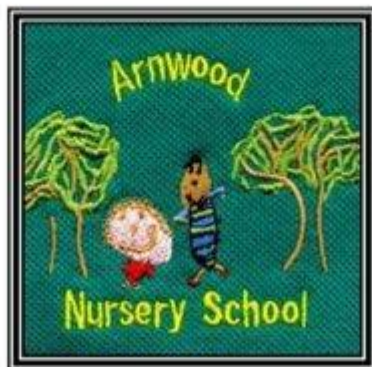


# Arnwood Nursery



Arnwood Nursery School

**Handbook 2020/2021**

## Meet our Team



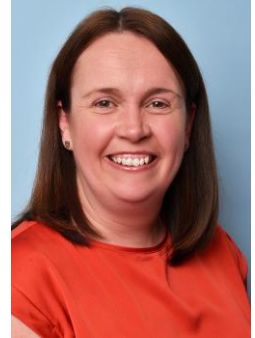
Theresa Donnelly  
Head of Nursery



Sandra Robertson  
Acting Depute Head  
of Nursery



Irene Miller  
Team Leader



Nicola Wallace  
Lead Practitioner  
of Attainment



Donna Ferguson  
Blue Group  
Child Development  
Officer



Pauline White  
Orange Group  
Child Development  
Officer



Nicola Cross  
Nikki Crowe  
Child Development  
Officer



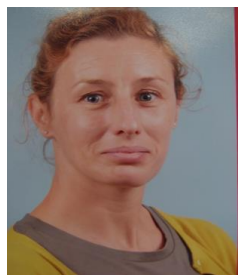
Nicola Cross  
Pink Group  
Child Development  
Officer



Paula McKinnon  
Gold Group  
Child Development  
Officer



Shirley Laurie  
Green Group  
Child Development  
Officer



Nadia McAllister  
Green Group  
Job Share  
Child Development  
Officer



Joan Lynch  
Job Share  
Child Development  
Officer



Paula Harvey  
Red Group  
Child Development  
Officer



Fiona Brown  
Purple Group  
Child Development  
Officer



Laura Henderson  
White Group  
Child Development  
Officer



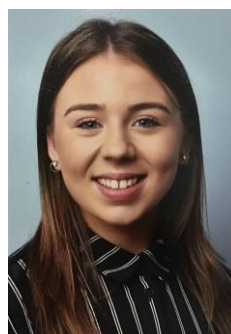
Reuben Stuart  
Silver Group  
Child Development  
Officer



Gary McCann  
Child Development  
Officer



Gillian Rankin  
Child Development  
Officer



Rachel McSorley  
Modern Apprentice



Angel Walker  
Graduate Student



Nicola Traynor  
Support for Learning  
Worker



Tricia Allan  
Support for Learning  
Worker



Sarah Waugh  
Support for Learning  
Worker



Angela Drum  
Temporary  
Child Development  
Officer



Lynn McMillan  
Clerical Assistant



Susie Livingston  
Clerical Assistant



Shereen  
Day Cleaner



Michael Riley  
Janitor

Arnwood Nursery  
72 Dougrie Road  
Castlemilk  
Glasgow  
G45 9NW

Telephone: 0141 634 2809

Email: [headteacher@arnwood-nursery.glasgow.sch.uk](mailto:headteacher@arnwood-nursery.glasgow.sch.uk)

**Useful Web References:**

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

[www.education.scotland.gov.uk](http://www.education.scotland.gov.uk)

[www.theparentzone.co.uk](http://www.theparentzone.co.uk)

<http://www.gfis.org.uk> (Glasgow family information service)

Dear Parent/Guardian,

Welcome to Arnwood. Our nursery is located in a bright, modern building with excellent facilities including an outdoor play area.

Our fully qualified and very experienced staff are ready to introduce you and your child to nursery life, as your child begins his/her learning journey here at Arnwood.

We hope that the time you and your child spend with us, will be happy and filled with opportunities for you and your family.

All staff involved in learning and teaching are qualified and registered with SCSWIS. Glasgow's safe recruitment procedures are followed and continuous professional development for all staff is seen as an essential component of our work.



### Our Vision:

Our vision is to provide a nurturing learning environment that gives children high quality experiences, which enrich their lives and give them the opportunity to fulfil their potential in order to contribute as successful learners, confident individuals, responsible citizens and effective contributors.

### We Aim to:

Provide a safe, welcoming, happy and supportive environment where children are nurtured, well cared for, encouraged and motivated to learn.

Encourage children to 'have a voice', be independent, and involve them in making decisions and in thinking about their own learning.

Work in partnership with parents/carers and others for the benefit of children and families.

Promote inclusion, healthy lifestyles, celebrate diversity and ensure equality for all.

Provide an excellent quality of service to children and support to families.

### Our Values:

- Everyone is respected and valued.
- Actively contribute to the local community.
- To acknowledge and respect the rights of children.
- Ensure your children experience fun and enjoyment.
- Everyone is involved in the life of the centre.



### Opening Times



The nursery caters for children aged 3-5 years. We are open from 8.00 am till 6.00pm, 52 weeks of the year.

The majority of the children attend for the recommended government funded 1140 hrs.

We are able to offer a variety of hours to fill the free funded space. If additional hours are available, parents may have the opportunity to purchase additional hours to suit parents working patterns.

### Admissions Policy

All places are allocated according to the Glasgow City Council Admissions Policy. All applications are taken to a Local Area Admissions Panel and allocated according to Glasgow City Council Policy. A copy of the Admissions Policy is available on request or can be found on the Glasgow City Councils web site.

### Non-Denominational Policy of the Nursery

The nursery is non-denominational. We respect and welcome children and parents of all religions, faiths and beliefs or none.

### Our Equal Opportunities Policy



All early years' services should reflect the Council's equal opportunities policies and be anti-racist, anti-sexist and multicultural. They should also recognise the rights of both men and women to work with, and care for, children.

Provision should also take account of the needs of children affected by disability or chronic illness.

These principles are reflected in the criteria used to admit children to nursery and in the curriculum of the establishment.

### Keyworker System

Children are allocated to a staff member, known as the keyworker. The keyworker will work with you to build a special relationship to allow your child to feel safe and secure while at nursery. During the settling in period they will ask lots of questions about your child ensuring that they know your child likes, dislikes and any support they may need. The keyworker will support your child's development when at nursery. They will share with the parents regularly their child's progress.

The keyworker and the rest of the staff team will use observations to plan and record children's achievements. The keyworkers will be you and your child's main daily point of contact. However, all the Nursery team is involved in working with the children during the normal course of the day. If your child's key worker is on annual leave, training or is ill, you can confidently leave your child in the care of another known member of staff.

### Attendance

It is very important that your child attends regularly and as near the beginning of each session as possible to get the maximum benefit from his/her nursery place.

Please phone or tell us if your child cannot attend. We will have planned learning experiences, which include your child.

If your child has a contagious or infectious illness such as conjunctivitis, sickness, diarrhoea or chicken pox, then please keep your child at home until he/she is completely well again. We have an infection control policy to support this. Children who are unwell find it difficult to learn and may also pass the illness to others.

Always provide emergency contact numbers. If you do not attend we will probably phone to see if you are okay.

### Register of Applications

The nursery keeps a register of applications. The information contained in the applications will be considered by the admissions panel to assist in the allocation of places.

Please note that the length of time on the register of applications will not affect the child's priority for admission.

If a change of circumstances affects the information on the application form, then please see the Head or clerical staff. When a place becomes available, you will be contacted with a start date. If you decide to accept the placement, the

nursery will contact you to discuss arrangements for admission. A booklet offering practical advice and information about starting nursery will be given to you.

We support you and your child in settling into the nursery environment, following enrolment. It is important that a familiar adult stays with your child until he/she is happy and content. For many children, this can take a week to build a relationship with their keyworker. Staff will be happy to discuss and plan this with you.

### **Transfer to Primary School**

Children normally go to school between four and a half and five years of age.

Information on registration and enrolment procedures for Primary Schools will be given in the local press and Nursery. Please note that parents must register their child online in November.

### **Toy Fund**

We operate a Toy Fund which allows staff to use donations to pay for items to enhance learning experiences, outings, parties, special treats and additional equipment. This contribution is £2.50 per week.

### **Arrival and Collection of Children**

It is expected that a responsible adult will bring a child to and from the nursery at the designated time.

In the interests of your child's safety, you should make a point of telling staff or the head of establishment if he or she is to be collected by someone not known to the staff members.

A child cannot be allowed to leave with an adult who is not known to the staff



## **Insurance**

Sometimes children like to bring something special or new to nursery for their friends to see. However, parents should ensure that valuable items are not left at nursery, particularly as the authority has no insurance to cover the loss of such personal items. Claims submitted are likely to be met only where the authority can be shown to have been negligent.



## **Excursions and Consent Forms**

When outings or excursions for children are planned, staff will advise you in advance. You will be asked to complete consent forms that give your permission for child's participation.

Please note that children cannot take part in outings unless completed consent forms have been submitted by their parent/guardian.

## **Emergency Closure Arrangements**

The nursery will be opened on the times already outlined, but on some occasions, circumstances arise which mean the nursery has to close. Establishments affected by for example, severe weather, transport problems, power failures or difficulties with fuel supplies. If this happens, we will do all we can to let you know about the details of closure and re-opening.

We may be in touch by telephone, text alerts, Facebook, Twitter and Glasgow City Council website: [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

### **Emergency contacts**



Parents whose children are in the nursery are asked to provide the name, address and telephone numbers of two emergency contacts.

You are also asked to keep the nursery up-to-date with any changes in this information. This is particularly important if you have a mobile phone as these numbers can change regularly.

### **Snacks and the Promotion of Healthy Eating**



Children have a drink of milk or water, and a snack.

We promote Healthy Eating and so restrict the number of sugary snacks we provide.

Please let staff know if your child has allergies to any food or if your family avoids eating particular foods.

### **Meals**

All children at Arnwood nursery will be provided with lunch each day. This will generally be a hot meal but on occasion the children will be provided with a packed lunch. Special note will be taken of any food allergies or dietary requirements. For more information, please speak to a member of the management team.



### **Dressing for Nursery**



Children have the best fun when they are being creative during messy play. We will always try to make sure that they wear aprons but accidents happen so please dress your child in suitable clothes. Please provide a spare outfit in a bag on your child's peg.

Children feel more confident about going to the toilet by themselves if they are wearing clothes that are easy to manage and which don't have awkward zips, buttons or buckles.

It is essential to mark your child's coat, shoes and other belongings with his/her name to prevent any mix up.

### **Outdoor Play**

As part of our programme, the children access outdoor play every day, regardless of the weather.



On cold or wet days, please make sure that your child has the following:

- A warm, waterproof coat or jacket
- Hat/gloves/scarf
- Sturdy shoes or wellingtons

On a hot or sunny day, please make sure that your child has the following:

- A sun hat
- Clothes which cover their shoulders
- Shoes suitable for running and climbing

Please apply sun cream before bringing your child to nursery.

Children enjoy taking part in active, energetic play and learning about risk taking. Staff talk to children about risk and how to deal with it. Children are encouraged to try a range of challenging activities in a safe supportive environment.

These could include:

- Climbing
- Den building
- Playing in the rain and snow
- Playing in the mud kitchen
- Using tools



## **Health and Safety**



Smoking is not permitted anywhere in the nursery building. This policy has been introduced by Glasgow City Council for the health and safety of all children and adults using the building.

Furthermore, for the health and safety of all children on campus, no dogs are allowed into the playgrounds or car park.



## **Parental Involvement**

The settling in period is as much for the parents as well as the children to feel welcome and settled within the nursery. Please take the time to meet the staff and other parents. We are always available to talk.

Parents are welcome to join in nursery activities. We have many things on offer for your child and you. Bookbug sessions are on offer as well as Tea, Talk and Toast and Stay and Play. You may wish to help on outings, tell stories or just join in the fun. Just ask any member of staff.

Please check our noticeboard and social media pages to see what's happening in the nursery and when our Parents Committee meeting are being held. We are always happy to have new members.

## **Medical Information**

### **Medication**



If your child needs medication during his/her time at nursery you should discuss his/her requirements with staff. Prescribed drugs may be given at the discretion of the Head of centre but you will need to fill in forms, which authorise nursery staff to administer the drugs to your child. Staff can give you these forms.

If your child requires medication for medical conditions such as asthma or epilepsy, then please discuss this fully with Theresa or Mary so that everyone involved understands what is required. Risk Assessments will be done for medical conditions e.g. Asthma, broken limb.

### **If Your Child Becomes Ill.**

Many children have minor bumps or upsets at some point during their time at nursery. If these need only a cold compress and some comforting to bring relief, then staff will tell you when you arrive to pick up your child.



If your child becomes ill or has an accident at nursery, staff will make your child comfortable and contact you as soon as possible. If you are not available, the emergency contact numbers will be used, so please make sure these are kept up to date.

If staff feel urgent medical attention is required, then your child will be taken to the nearest casualty department and you will be asked to join him/her and the accompanying staff member there.

If your child has sickness or diarrhoea, they must stay at home for 48 hours to avoid the spread of infection. There is an Infection Control policy to support this.

### **First Aid**

Our Clerical Assistant Lynn and Joan CDO both holds a current First Aid Certificate.



## **Curriculum - Learning and Teaching**

Our children aged 3-5 enjoy 'A Curriculum for Excellence 3-18' which is challenging and appropriate to the needs of the individual child. We offer an exciting and challenging environment based on this Curriculum and guidance within Building the Ambition. The types of activities offered to the children are designed to cover the entire range of learning experiences and outcomes. Our planning sets out what skills we intend the children to learn in appropriate contexts, and takes into account children's individual needs and stages of development. Assessment and recording is based on focused observations and is an integral part of the daily routine in an early years setting.

Each child's progress is monitored and evaluated systematically, and we encourage parents to take all opportunities to discuss their children's progress with staff.

Each child will build up his/her portfolio of learning which we call Special Books throughout their time at nursery. These will link to the Curriculum for Excellence and show how your child is progressing in becoming -

- Effective Contributors
- Responsible Citizens
- Confident individuals
- Successful learners



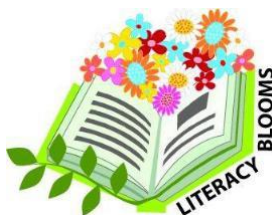
The curriculum covers eight areas:

### **Health and Wellbeing:**



The encouragement and support of staff will help children to develop self-esteem and self-confidence. Through secure and stable relationships and careful supervision, this will help each child to feel safe and be able to express feelings. The children will also learn how to keep safe and healthy. They will also be learning examples of the following: recognizing and respecting other cultures; learning to share and to care for oneself and others; what foods are healthy and how physical activity is crucial to general well-being.

### **Communication and Language (Literacy):**



The development of children's language skills is central to their abilities to communicate in relationships, in learning to understand ideas and to order and explore and refine their thoughts. We will do this by: building vocabulary and language structures; listening and responding to stories and music; sharing ideas; exploring pictures and print; developing an awareness of letter sounds and the vocabulary of reading.

### **Numeracy and Mathematics**



From their earliest days, children try to make sense of their world. Mathematics equips us with many of the skills required for life, learning and work. The children's curiosity will drive them to investigate through: sorting and matching activities; looking at shape and pattern; exploring number, measuring and comparing; becoming aware of time and money; and using data to create graphs and charts to display information.

## **Expressive Arts**



Expressing and creating ideas, feelings and imagination, as well as having opportunities to enjoy all manner of sounds, sights, shapes and textures are vital parts of the young child's development. We will develop this through making and appreciating music; exploring a range of art and design techniques; taking part in movement and dance; engaging in dramatic play.

## **Sciences**



Through learning the sciences, children will develop their interest in, and understanding of, the living, material and physical world. They will be encouraged to participate in a wide range of investigative tasks, which enables them to develop the skills necessary to become creative, imaginative and inventive adults. We will develop this through Investigating what plants, animals and humans need to grow, and the relationship between them; explore sources and types of energy through toys; research climate change; investigating water and how it impacts on our lives and how it changes form; looking and learning about the stars and planets.

## **Social Studies**



Social studies help develop children's understanding of the world by learning about other people and their values, in different times, places and circumstances. This will be developed through: Learning about the past and present; looking at our own Scottish culture and heritage; learning to be tolerant and to appreciate people's differences: beliefs and cultures; learning to take part in discussions and decision making and learning to interact with others and to develop their awareness of self and others

## **Technologies**



Technologies offer challenging activities, which involves research, problem solving and exploring new concepts, skills and ideas. It encourages young people to be informed, skilled, thoughtful, adaptable and enterprising. We will develop this by: Building the children's understanding of the role and impact technology can have on everyday life; developing skills in using tools, equipment, software and materials; taking part in discussions and debates; promoting curiosity and problem solving skills; and developing presentation skills using graphs and charts.

## **Religious and Moral education**



Religious and moral education allows children to explore and learn about the beliefs of Christianity and its place in Scotland, and other selected world religions. It promotes the development of tolerance and respect for others whose beliefs and practices are different from their own. This will be developed by: Learning about the beliefs and major festivals within the Christian faith: Christmas and Easter; looking at and celebrating other world religion festivals: Chinese New Year, Diwali and Eid, which will assist in building sensitivity, and value religious and cultural diversity; encourage children to participate in service to others by raising funds for charities, and helping others.

## **Supporting Children Experiencing Difficulties**

The staff at Arnwood are committed to the education and care of all our children. Staff are trained to notice if a child is not progressing as they should and will bring their concerns to your attention.

Sometimes it is helpful to have a specialist assessment done to pinpoint where a child may be having difficulties. We are able to call on the help of Doctors, Psychologists, Speech Therapists etc. where required. If we think that this would help us to help your child, then we will discuss our reasons with you beforehand. No child would be referred to any specialist without your consent and you are welcome to be present during assessments.

If you have any concerns about your child's behaviour or development at home or in nursery, and you think that we could help, then please speak to us. We can offer you informal help and support or refer you to more specialist help.

### **Assessment**

Throughout time at nursery, staff will assess progress in a number of ways.

These might include:

- Asking you to complete a questionnaire about your child.
- Talking with you about how you feel they are getting on at nursery.
- Observing them as they take part in play and in structured learning experiences.
- Asking them to take part in a specific game or discussion.
- Noticing how often they choose particular activities in the nursery.
- Interact and ask questions

Staff will use the information gained to help plan new learning experiences.

We are happy to have informal chats about your child's progress at any time but will also:

- Invite you to come along at specific times for more detailed discussions.  
Offer your ideas and activities to support your child's learning at home.
- Keep a port folio of your child's work, which we call Special Books, which belongs to you and your child. We encourage you to take the time to look at this with your child regularly.
- Provide you with an end of year summary of your child's achievements at nursery.
- Create an assessment record and track children's progress.
- Create plans to meet individual needs when appropriate.



## **Working Together to Support Learning**

The staff at Arnwood want to work together with you for the benefit of your child.

We think that this is important because:

- You know and understand your child better than anyone else and we want to learn from you.
- Your child will settle more quickly and feel more secure if she/he knows we communicate and work together.
- Research shows the importance of the parent's involvement in successful learning.
- You have already taught your child all they know and we would like to support and extend your child's learning in partnership with you.

We try to put this partnership into practice in a number of ways:

- By listening and talking to you about your child.
- By sharing information about nursery life and the curriculum through: newsletters, notice boards, curriculum leaflets, talks and workshops, learning at home tasks.
- By welcoming you into the nursery to join in if you wish or just watch what is going on.
- By inviting you to contribute your skills and interests e.g. making resources, loaning items for display, telling stories.
- playing a musical instrument. Please let us know what you would like to do.
- We encourage home links by using resources such as Take home Ted, Bedtime story club and Play along Maths.



## **Working Together to Promote Positive Behaviour**

Just as every parent wishes their child to be happy, secure, sociable and successful, the staff at Arnwood also wish these things for our children.

By forming good relationships with you and working together for the benefit of the children, we can provide good role models in how to communicate and get along with others.

Most children quickly settle into nursery life and respond well to the attention and praise they receive.

Some children take longer to get used to sharing adults time and equipment, or to take turns with others and this can cause some upset for all concerned. By dealing with these little problems calmly and quickly, we find that, in most cases, they are quickly resolved. If problems such as aggressive behaviour persist, we will work with you on ways to improve things, so that your child copes better within the nursery community.

## **Fundraising**

We have a Parents Committee where parents and staff work together to organise events and share ideas. We are always looking for new members.

From time to time we apply for Grant Funding for pieces of equipment and we may ask for your help in raising funds for particular projects, e.g. for special outings or to buy books or equipment.

Ideas or offers of help from parents are always welcome.

We greatly appreciate your weekly donations to the toy fund.

Without this income, we could not provide the children with snacks, outings, parties, special treats and many other things.



## **Open Access**

Parents are welcome to talk to staff at any time. Staff are always willing to discuss children's progress, share information or resolve concerns. For safety and supervision reasons, staff may not be able to leave the playroom floor for a long discussion. In this event, staff will arrange a convenient time to meet with you.

The Head of Centre Theresa is also available to meet with parents, staff and other professionals. The office door is always open for parents to call in.

If the door is closed, then a meeting is taking place. Feel free to come back later or speak to Maria at the front office or Mary our Team Leader to arrange a more convenient time.

## **Links with Primary Schools-Supporting Transition**

Each year, Arnwood sends children to approximately eight different primary schools in the Castlemilk Area.

We work hard to build positive relationships with all schools in the area and ensure all children are supported with a transition to school.

We welcome visits from Early Stages Staff and will provide you with a summary of your child's progress to share with their Primary Teacher.

## **The Wider Community**

Arnwood has provided educational services to local families for many years.

It is very much part of the local community.

Our involvement with the community includes:

- Visits to the library for storytelling sessions and Cyber Tots.
- Offering training placements for work experience, childcare and education students, nursing and teaching.
- Liaison with the Community Police, Fire Service, Oral Health Team
- Membership of the South Glasgow Childcare Forum.



## **Castlemilk Learning Community**

We are also part of Castlemilk Learning Community, which links Nursery, Primary and Secondary and SEN establishments, with the aim of working together to support children and raise achievement. We are also part of a new pilot: Local Improvement Group, which is referred to as the LIG. This group serves two purposes:

- To develop new approaches to Quality Improvement.
- To empower schools and nurseries to greater improvement.

## **The Named Person**

GIRFEC stands for 'Getting It Right for Every Child'. Part of The Children and Young People Act (Scotland) 2014, it is the Scottish Government-led approach to making sure that our children and young people – and their parents or carers – can get all the help and support they need from birth right through to age 18 (or beyond if still in school).

The vast majority of Scotland's children and young people get the love and support they need from within their families and their wider, local communities. However, even the most loving and caring families can sometimes need extra support. The GIRFEC approach aims to make it as easy as possible for any child or young person (and their parents) to get that help or support if they need it.

To provide that support when needed, every child in Scotland has a named individual, the Named Person, as a single point of contact. This Named Person has a responsibility to provide help and support when asked and can draw together other services if needed, co-ordinating help for the child or parents. Please do not hesitate to contact your child's Named Person at any time.

The Named Person for all children from birth until age five, when they start primary school, is the Health Visitor.

## **Child Welfare and Safety**

All educational establishments and services must take positive steps to help children protect themselves by ensuring that programmes of health and personal safety are central to the curriculum and should have in place a curriculum that ensures that children have a clear understanding of the difference between appropriate and inappropriate behaviour on the part of another person, no matter who.

As with other areas of the curriculum, you will be kept informed of the health and personal safety programme for your child's establishment.

Educational establishments and services must create and maintain a positive ethos and climate, which actively promotes child welfare and a safe environment by:

- ensuring that children are respected and listened to;
- ensuring that programmes of health and personal safety are central to the curriculum;
- ensuring that staff are aware of child protection issues and procedures;
- establishing and maintaining close working relationships and arrangements with all other agencies to make sure that professionals collaborate effectively in protecting children.



Should any member of staff have concerns regarding the welfare or safety of any child, they must report these concerns to the Head of Establishment or the person deputising for the head of establishment. He/she, after judging that there may be grounds for concern regarding the welfare or safety of any child must then immediately advise the duty Senior Social Worker at the local Social Work Services area office of the circumstances

### **Data Protection Act 1998**

Information on children and young people, parents and carers is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the codes of practice. For further information, please contact the establishment.

### **The Freedom of Information (Scotland) Act 2002**

The Freedom of Information (Scotland) Act 2002 enables any person to obtain information from Scottish public authorities. The Act applies to all Scottish public authorities including The Scottish Government and its agencies; Scottish Parliament; local authorities; NHS Scotland; universities and further education colleges; and the police.

Public authorities have to allow access to the following information:

- The provision, cost and standard of its service
- Factual information or decision-making
- The reasons for decisions made by it

The legal right of access includes all types of “recorded” information of any data held by the Scottish public authorities. From 1st January 2005, any person who makes a request for information must be provided with it, subject to certain conditions.

Further information is provided on the Glasgow City Council web site:

**[www.glasgow.gov.uk/en/yourcouncil/freedomofinformation](http://www.glasgow.gov.uk/en/yourcouncil/freedomofinformation)**

Internet facilities are provided at all Glasgow City Council Public Libraries and Real Learning Centres.

## **Dealing with Racial Harassment**

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, race, and nationality, ethnic or national background. The Act makes it the duty of Glasgow City Council to eliminate unlawful racial discrimination.

In 1999 the guidelines, “Dealing with Racial Harassment” were issued to assist all teaching staff in dealing with such incidents.

The adoption of an anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.

Glasgow City Council recognises that support from the home is essential if these aims are to be achieved. Every child in Glasgow has the right to be happy and secure at their establishment.

## **Policies**

We have a range of policies within the nursery that help to ensure we are offering a high quality service. These are on display in some areas and within the policy folder in the office. If you would like further information about these policies please ask a member of staff.

## **What to Do If You Have a Compliment/Concern or a Complaint**

At Arnwood, we do everything we can to make sure you have confidence in the service we offer to you and your family.

Occasionally things can go wrong. If you have reason to complain, we will always listen carefully to you. We promise to take a balanced and fair view of the situation and take whatever action is necessary to resolve the problem.

### **What is the procedure for complaints?**

Contact the Head of Centre – Theresa Donnelly or any other staff member with details of your complaint. Most concerns are successfully resolved at this stage.

If your complaint is not resolved to your satisfaction, then the nursery may escalate the complaint to an Investigation. These procedures are laid out in **Glasgow's Management Circular 89**. You may wish to contact:

**Customer Liaison Unit 0141 287 5384**

### **YOU MAY WISH TO CONTACT THE CARE INSPECTORATE**

They are an independent body who regulate the work of nurseries and other care settings. A leaflet with more information is displayed in the entrance hall. A copy is available on request, or you can contact:

**National enquiries helpline 0845 600 9527**

**OR**

**[www.careinspectorate.com](http://www.careinspectorate.com)**

**OR**

**Care Inspectorate, Central West,  
4<sup>th</sup> Floor,  
1 Smithhills Street  
Paisley. PA1 1ED.  
Tel: 0141 843 6840**