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## Contact Details

- Our telephone numbers are:
  - Bierley: 01274 681021
  - Holme Wood: 01274 470141
  - Tyersal: 01274 323614
  - The Barn: 01274 730415
- Or you can email the Childcare and Education Manager:
  - Holme Wood & Tyersal: [lauracunningham@bhtearlyed.org.uk](mailto:lauracunningham@bhtearlyed.org.uk)
  - Bierley & The Barn: [alisonbalding@bhtearlyed.org.uk](mailto:alisonbalding@bhtearlyed.org.uk)

## Parking

- Please note there is access to all of our settings by foot at all times.
- When parking in the car park you must ensure you park safely
- Please park responsibly at all times and do not obstruct the driveways or parking bays.
- All cars are left at owners risk, we cannot accept liability for any damage.

## Key Person

- On registration your child will be allocated a named Key Person
- The Key Person system enables personal and warm relationships to be built between the child and the carer, as well as developing a friendly working relationship with the parents.
- You can speak to any member of staff about your child; however your key person will be able to go into more detail, about issues such as growth and development.
- You can request a daily report sheet, which details amount eaten, nappy changes etc.

## Inclusion and Special Educational Needs

- All children are welcome at BHT; although you will need to discuss your child's particular needs with a member of staff, to ensure that their needs are fully met.
- The Nursery SENCO will be able to provide support to the family and will ask external agencies for help to enable further support.

## Opening times

- Full day-care can be accessed at Bierley and Holme Wood 8am – 6pm, Monday to Friday for 51 weeks of the year, except Bank Holidays. We also offer sessional and After School and Holiday Care.
- Due to strict regulations regarding staff to child ratio, we cannot allow children into nursery before their stated time. If we do have a space available, it is possible to book an extra session, please give as much notice as you can.
- Bierley and Holme Wood offer an early start for morning or full day sessions; 7.30-8am at a cost of £3.00 per session. These sessions MUST be booked in advance.

## Safeguarding

- All adults working with the children have an enhanced DBS check and do not work unsupervised until these are completed.
- We are required to follow procedures as laid down by the Bradford Safeguarding Children Board, which includes sharing concerns that we may have with Social Services and/or the Police
- Please inform us of any accidents or injuries your child has outside of nursery. If a child receives an injury outside nursery, parents are asked to give an indication of the cause; the details are recorded on an Existing Injury Form, which you will be asked to sign. This is normally retained in your child's confidential file, unless any necessary action needs to be taken, or help sought. **Please read our full Safeguarding Policy.**

- Our way of working with children and their families ensures we are aware of any problems that may arise and can offer support including referral to appropriate agencies when necessary to help families in difficulty.
- When filling out your registration form, there is a section on people authorised to collect your child and contact in an emergency. Children will only be released to the people named in this section. They must be responsible enough to provide suitable care and over the age of 16 years, should we feel that the person is not responsible (usually from behaviour displayed at collection) then your child will not be released into their care.
- If you are unable to arrange a person from this list you must inform the nursery immediately.
- Please ensure you state a collection password on your registration form, in case of emergencies.

## What you need to provide

### Formula milk

- You can either provide formula powder or ready made cartons, and bottles; which we will sterilise. We cannot accept pre-prepared bottles to store in the fridge.
- Please ensure any bottles/containers brought into nursery are safe to use and labelled with your child's name.
- If your child is over 1 year old, we try to discourage bottle feeding due to the effects that it may have on a child's teeth and speech development.

### Breast milk

- Breast milk can be supplied in bottles/ breast milk bags.
- Please ensure any bottles/bags are clearly labelled with your child's name.

### Nappies and creams

- You must provide nappies and creams. You can bring nappies in bulk – a pack at a time - or you can bring them in daily. Please ensure that there are ample nappies and cream, in nursery at all times. There will be a charge of £1.00 for all nappies provided by the nursery per day.
- Settings will provide wipes for all children.

### Comforter and dummies

- If your child uses a comforter at home, they can bring it in to nursery. This may help them to settle. Please label your child's comforters with their name.

### Clothing

- It is best to send your child to nursery wearing clothes that are comfortable and easy to move about in.
- **Please be aware that there are many messy activities provided for children, therefore it is advisable that children should attend nursery in clothes which you do not mind getting messy!**
- Please provide a full change of clothing for your child, in case of any accidents or spillage's etc. clearly labelled with your child's name.
- Please DO NOT send these in a plastic/carrier bag, as this is a choking hazard.

## Early Years Foundation Stage

- We follow the Early Years Foundation Stage guidance in all our settings
  - Prime Areas = Personal, Social and Emotional Development, Physical Development and Communication and Language
  - Specific Areas = Language, Mathematics, The World and Expressive Arts and Design.
- **We encourage the children to experience playing out in all weathers, outdoor play is available in both morning and afternoon sessions and it is the child's choice if they go out to play.**
- We ask parents to provide all in one waterproof suits for rainy/snowy weather, and also wellies.
- Please ensure that your child is wearing weather appropriate clothes, e.g. hats, scarf's and gloves in winter. Sun hats and sun cream in summer etc.

### **Provision for Sleeping**

- Children are able to sleep whenever they need a sleep. If your child goes to sleep in a certain way, or does specific things when they get tired, please let the staff know.

### **Provision for tooth brushing**

- All children brush their teeth every day, please ensure you give your permission
- We provide each child with their own toothbrush and supervise them when they brush their teeth.

### **Accidents**

- If your child has an accident at nursery, practitioners will administer First Aid. All accidents are recorded, and you will be asked to read and sign the accident sheet. In the case of an accident requiring urgent medical attention, we will contact you, and, if necessary, take your child to hospital and meet you there. You are asked to state your wishes on this matter, and give your consent on your child's admission form. **Parents will be informed at once of any head injury sustained by a child.**

### **Illness**

- If your child is ill whilst at nursery, we will ring the first name on the contact list from your registration form, and inform them that your child is unwell.
- We may ask you to come and collect your child from nursery.
- If your child is at home, please ring as soon as possible to let us know that your child will not be attending nursery that day. Please also let us know what is wrong with your child; this enables us to let other parent/carers know of any contagious illnesses that are going around and the signs to look out for.
- Some illnesses require your child to stay at home for a while, such as chickenpox. Please ask any member of staff who will be able to advise you about infection control.
- If your child is ill and needs 1-1 attention, they will be unable to attend nursery.
- Fees will be charged for any days that your child is absent from nursery.

### **Medicine**

- There are strict rules that settings must follow in regards to the administration of medication therefore we ask all parents to read the Health and Safety Policy Booklet which outline the procedures.
- No over the counter medicines will be administered, all medicines must be prescribed by your child's GP, dentist or pharmacist, except pain and fever relief.
- Children who have been at the setting for over 4 hours can only receive prescribed medicines or pain and fever relief.

### **Storage for Prams**

- You can leave your pram in the outdoor pram store whilst your child is attending the nursery. There are locks available (from reception) if you wish to use them.
- Please store your pram appropriately, leaving space for others to get their prams in and out.
- BHT takes no responsibility for lost or broken prams.

### **Home/Nursery Agreement**

Whilst your child attends our settings we want him or her to be very happy, stimulated, confident, and to be able to reach their full potential.

We will ensure:

- That your child is in a safe, happy and stimulating environment at all times.
- Discuss your child's day, morning or afternoon with you.
- Give your child written and verbal reports of your child's progress at nursery.
- Keep you informed with regular newsletters.

- Inform you of how the nursery works and how we will conduct the day with your child.
- Inform you of all our nursery policies and procedures

We ask that you:

- Send your child to nursery as regularly as possible.
- Ensure that your child arrives and is collected on time.
- Where possible let us know if your child cannot attend nursery.
- Inform us of any illness, injury or injections your child may have had.
- Tell us if you have any worries or concerns.
- Name your child's belongings.
- Let us know if you are unable to attend any nursery appointments.
- Pay your fees promptly, not allowing arrears to accumulate.
- Not send your child in with sweets, unless they are for a special occasion to share with the other children.
- Notify us immediately of any changes in home life circumstances, addresses or telephone numbers.
- Notify us who will be collecting your child.
- Bring spare clothes and nappies and creams as needed.

From an Ofsted inspection a setting can receive the following grades; Outstanding, Good, Requires Improvement and Unsatisfactory.

**BHT @ Bierley last OFSTED inspection was on 09/10/2014**

At this inspection OFSTED decided the overall quality of the provision is **GOOD**

Some key points from the Ofsted report are:

- The quality of the teaching is very good. Children's individual learning is effectively supported.
- Children are protected from harm as managers and staff demonstrate a robust knowledge of their responsibilities with regards to safeguarding children.
- Staff are good role models they consistently set clear expectations about what is acceptable behaviour as a result the children's behaviour is very good
- The management team continually strive to improve the setting.

**BHT @ Tyersal last OFSTED inspection was 12/05/2016**

At this inspection OFSTED decided the overall quality of the provision is **GOOD**

Some key points from the Ofsted report are:

- Staff are highly responsive to the individual interests of children. Key persons develop strong bonds with families and children to provide a caring and nurturing environment
- Partnerships with parents and other professionals are well established. This means that information sharing is of good quality and this has a positive impact on the well-being of the children
- Children are helped to appreciate the beliefs of others as they take part in activities to mark cultural celebrations. These shared celebrations help all children feel valued.
- Staff recognise the uniqueness of each child and value their contributions. Staff provide an effective role model for children.
- Staff are helping children to become successful learners. Children are happy, settled individuals who are motivated to learn in this welcoming setting.
- Staff work closely with parents to help children settle when they start at the setting. Care routines are agreed with parents and staff in the setting follow each child's individual routine to support their emotional well-being.
- Experienced, knowledgeable staff skilfully support children. They emphasise the development of personal, social and emotional skills and encourage children to gain useful independent skills for their eventual move to school.



**BHT @ Holme Wood last OFSTED inspection was on the 13/03/2017**

At this inspection OFSTED decided the overall quality of the provision is **GOOD**

Some key points from the Ofsted report are:

- Partnerships with parents are strong. Staff work closely with parents and provide a range of support to help them enhance their children's learning at home.
- Staff are skilled in supporting children to develop their communication and language skills. They use effective approaches to help ensure that children make good progress
- Staff encourage children's mathematical development very well. They provide a variety of experiences to develop their understanding of a wide range of mathematical ideas.
- Children's physical well-being is extremely strong. Staff provide outdoor and indoor learning experiences that promote and challenge children's physical abilities.
- The manager and deputy are highly qualified. They are ambitious and committed to providing the best quality service they can for children and their families.

## BHT @ The Barn OFSTED inspection was on the 31/01/2017

At this inspection OFSTED decided the overall quality of the provision is **GOOD**

Some key points from the Ofsted report are:

- Children take part in a good range of freely chosen and planned activities.
- Staff help children to feel at ease and relax after a school day, and help younger children to settle in well and form friendships.
- Staff are keen to engage with the children in their play. They join in games to encourage their understanding of turn taking and cooperative play.
- Children are developing good physical skills. They take part in energetic running and climbing activities and have plenty of opportunities to get fresh air and exercise.
- The Manager checks that the afterschool club is a safe and secure place for the children attending. She ensures that staff help children move safely from school to the out-of-school provision and keeps clear records as children arrive and depart.

If you would like to see a copy of any of our full reports, you can view this online via [www.ofsted.gov.uk](http://www.ofsted.gov.uk) , or on our website [www.bhtearlyed.org.uk](http://www.bhtearlyed.org.uk) or alternatively please ask a member of staff and we will be happy to give you a paper copy.

## Little Jimmy Ode

When I'm painting in play group or at home  
Please oh please Mum, leave me alone.

In your adult eyes it may look a mess  
But honestly Mum, I'm doing my best.

Don't ask me what it is, don't say "why that space"  
Let me paint 3 or 4 eyes on a face.

One day when I'm older, I'll conform just like you  
Right now I'm enjoying the colour and the goo.

The green bits the garden, the red is my blood.

The bit in the corner, the bit that's all runny  
That's you Mum, you are the most beautiful Mummy.

So thanks for the paper, the brushes the paint  
I might make a mess; you know I'm no saint.

So bring me a pinny or put down some plastic  
And I'll paint you some creations fantastic.

Because every new day  
**I am learning through play.**

## **Fees and Payments**

BHT Early Education and Training has a clear policy on money management, it is NO PAY NO PLAY.

We require your fees on time please and we strive to ensure that no parent is allowed to go into arrears. However, if this does happen for some reason that could not have been foreseen, the following procedures take place:-

In the first week of arrears a statement is sent to you by the nursery manager asking for immediate payment.

This is repeated in the second week of arrears. If arrears continue beyond two weeks and there is still no response to our communications then your child's place is suspended.

Please speak to the Nursery Manager in confidence as soon as possible if you are experiencing difficulties in paying fees – we are happy to discuss ways of helping you/ to set up payment plans/ to work with you to resolve issues.

BHT Early Education and Training is a Company Limited by Guarantee and a registered Charity. We are a non-profit making organisation where fees are charged to cover staff salaries and running costs.

## **Free Nursery Education**

Free Nursery Education is available for eligible 2 year old children (available from the term after their second birthday) and all children who are 3 and 4 years old. (NEF is available to all children the term after the child is 3).

If a child is to leave our setting, or to reduce or increase the number of sessions attended, parents must give at least one week notice in writing. Fees will be payable (or funding claimed by us), until that date.

When you claim a funded place; the nursery education funding rules state that 'I understand my child could lose their funded place if they do not attend regularly without a reason being provided for their absence'. Therefore, if your child has not attended half of their sessions in any half term period (usually 6 or 7 weeks) they may lose their place at the setting unless they have a valid reason (e.g. letter from doctor in the case of serious illness or holiday). If your child has not attended setting for 3 weeks without any explanation we reserve the right to offer their sessions to another child after contacting you and discussing the situation. Although if contact is attempted and unattained your place can therefore then be given to another child.

## **Closure dates**

The following dates are the Bank Holidays and Christmas closure dates for BHT Early Education and Training and Out of School Club facilities. As stated in the Fee and Payment Policy, fees are payable for these dates.

New Year's Day	May Spring Bank Holiday
Good Friday	Summer Bank Holiday
Easter Monday	Christmas Eve and Christmas Day
Early May Bank Holiday	Christmas week, opening the first working day in January

## **Nursery Statement of Practice**

BHT is committed to promoting equality of opportunity in all aspects of its work. As stated in our Equal Opportunities Policy, BHT will introduce measures to combat all direct or indirect discrimination in its employment practice and service delivery.

BHT stringently implements its Equal Opportunities Policy for service users, volunteers and staff.

All BHT's Early Years Practitioners are therefore both expected and entitled to carry out the same duties with regard to nursery routines including the toileting of children within the nurseries it provides.

## **Free Educational Entitlement Statement**

If your child is entitled to a free nursery education place, here are some guidelines that all parents/carers must adhere to. This is to ensure we have positive working relationships between home and the setting; including consistency for your child and to support your child in their foundation years:

- You will be given set sessions on registration
- You may request to change these sessions but whether you will be able to will depend on the space within the setting and will be decided by the Childcare and Education Manager only.
- You cannot leave halfway through a term to swap to a different setting, once you have signed the headcount form at our setting you cannot move elsewhere. If you have a special circumstance where moving settings is needed e.g. you have moved house, you have to wait until the next term starts
- Attendance is monitored by the Local Authority so children must attend all sessions and the full session unless they are poorly or away on holiday
- You must let the setting know if your child cannot attend and the reason for this with as much notice as possible in the case of holidays
- If your child misses more than two sessions with no contact made to the setting, the Missing Child protocol (Local Authority) will be followed
- Inconsistent attendance will not be permitted, should this happen with no valid reason the place will be withdrawn and offered to someone else
- If you are late to collect your child you will be asked to arrive for your child 15 minutes earlier. If you are persistently late to collect your child, you will be charged in line with the fee and payment policy. The place will be withdrawn and the place offered to someone else
- As a setting, we follow a 'Zero Tolerance' procedure with regards to the treatment of our staff, we expect parents/carers to speak to all our staff in a courteous and respectful manner as you would to yourselves. We will not accept parents/carers being rude or aggressive to our staff members.
- If you have any complaints, concerns or queries once your child has started their place within the setting please speak to your child's Key Person or the Childcare and Education Manager. The Key Person and/or Childcare and Education Manager will deal with any problems promptly and effectively.
- As a setting we work in close partnership with other professionals and agencies who we will share information with as required

All children who attend our setting will take part in messy play and outdoor play activities. Appropriate clothing must be worn that you do not mind getting dirty and that is appropriate for whatever the weather is like. Children will play out in all weathers; wind, rain, snow, sunshine. The only exceptions to this rule are children who have a confirmed medical condition with a letter of confirmation from a Consultant or other relevant professional.

## **Waiting List and Admission**

BHT settings provide an inclusive admission procedure that enables parents/carers to feel welcome, valued and ensures that all children are not discriminated against and have a commitment to equality and inclusion, therefore all admissions will be considered equally and fairly, and no child or members of their family will be discriminated against on the basis of race, gender, ability or social or economic background.

BHT settings can provide care for babies from the age of 4 weeks.

Parents will be informed if there is a waiting list and given a realistic estimation of time for a place to become available.

All parents/carers will be asked to provide evidence of their child's age to ensure that BHT settings are not in breach of registration requirements.

All applications are based on completed application form only. BHT settings can provide emergency places for children dependent upon availability and circumstances, each individual case will be considered by the Childcare and Education Manager, in her absence the Deputy Manager or a Lead Early Years Practitioner.

We are flexible about attendance patterns and wherever possible accommodate the needs of individual children and families.

## **Partnership with Parents**

All BHT settings recognise that parents/carers are children's first and most important educators. When parents and practitioners work together this has a positive impact on children's development and learning. (DCSF, 2008)

### **Respect diversity by:**

- Welcoming and valuing all children and their families
- Respecting all families, regardless of differences – Children living with one or both parents, living with other relatives or carers, with the same sex parents, or in an extended family
- Respecting different languages and dialects
- Providing an anti-discriminatory setting – regardless of the ethnic, cultural or social make-up of families
- Celebrate cultures and festivals, inviting parents and cares to share these occasions

### **Communicate by:**

- Providing a welcoming atmosphere in which all practitioners are approachable to create and maintain effective communication
- When we say effective communication we mean that a two-way flow of information, knowledge and expertise between parents and practitioners is established and maintained
- Recognising that all communication is important, including gestures and body-language
- Displaying posters, pictures and other resources which help children and their families recognise that they are valued
- When parents /carers contact settings via the telephone practitioners will be helpful and ensure that messages are passed on, if the information that parents require is not at hand they will ensure that someone gets back to them
- Providing literature, including policies and procedures, signs and newsletters indifferent languages

### **Learn together by:**

- Recognising that parents/carers and practitioners learn from each other and this supports and extends the child's development and learning
- Encouraging parents/carers to review and contribute to their child's learning and development record

- Providing parents/carers with regular opportunities to meet with their child's key-person to discuss their child's progress, development and learning, transitions and continuity
- Giving parents/carers opportunity to comment and contribute to the settings policies and procedures and give their views on the care and education provided
- Supporting parents/carers to access their child's online learning journal (Tapestry)

### **Learning and Development**

Working in partnership with parents and/or carers, to promote the learning and development of all children and to ensure they are ready for school.

### **Assessment**

Assessment plays an important part in helping parents, carers and practitioners to recognise children's progress, understand their needs, and to plan activities and support. Practitioners should respond to their own day-to-day observations about children's progress and observations that parents and carers share. Parents and/or carers should be kept up to date with their child's progress and development. Practitioners should address any learning and development needs in partnership with parents and /or carers, and any relevant professionals.

### **Progress check at age two**

When a child is aged between two and three, practitioners must review their progress, and provide parents and/or carers with a short written summary of their children's development in the prime areas. This is the 'Learning Summary' sheet which is completed at the end of each term, we do this for all our children regardless of age and stage of development, therefore parents are not provided with additional un-necessary paperwork.

### **Parents and carers will be informed where to find the following information**

- How the EYFS is delivered in the setting, and where to find out further information – EYFS parents' guide to the EYFS booklet
- The range and type of activities and experiences for children, the routines of the setting and how parents and carers can share learning at home – EYFS Policy Booklet, show around the setting, parents consultation
- How the setting supports children with special educational needs and disabilities – SEN and Inclusion Booklet
- Food and drinks provided for children – Food Policy Booklet and Menus
- Details of policies and procedures – available on request
- Staffing in the setting – see staff boards

### **Settling-in**

Every child should be settled into the nursery at their individual pace, practitioners will promote and foster a positive, warm and caring attachments between themselves and the child.

All parents/carers are asked to bring their child for settling-in visits; these should be approximately 1 hour. On their first visit parents and carers are asked to stay with their child to provide reassurance. If they feel that their child is developmentally ready to be left this will be discussed and decided upon during this visit. The visits are encouraged to be at different times of the day to experience different routines.

If it is decided that more settling in visits are needed, a discussion should take place between the key person and the parents and carers to decide how long the next visit should be; this should be between 1 and 2 hours.

**The parent / carer or key person can always request additional pre-visits or home-visits if it is felt it is in the best interests of the child.**

## **Complaints**

The setting is committed to providing children and their parents/ carers with a safe, stimulating, consistent and accessible service. It is our aim to provide high quality services at all times, but we accept that sometimes parents/ carers may not be happy about something. In such circumstances we need to know the cause of the concern so that we can investigate matters and take appropriate action if required.

Under normal circumstances, the Childcare and Education Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Chief Executive Officer will conduct the investigation. All complaints either made written or verbally to the setting will be recorded in detail in the Complaints File.

### **Procedure**

#### **Stage One**

If a parent/ carer has a complaint about an aspect of the nursery, or about the conduct of an individual practitioner; it will often be possible to resolve the matter by speaking with that individual and/ or to the Manager. The setting is committed to open and regular communication with parents and carers and welcomes all comments, concerns and views on our services, whether they are positive or negative.

Parents and Carers are encouraged to contact the setting directly either verbally or written, usually directly to the relevant practitioner if they feel comfortable doing so. If not, the Childcare and Education Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will be followed.

#### **Stage Two**

If a discussion has taken place and has not produced a satisfactory result then the Parent or Carer should, if they haven't already, put their complaint in writing to the Childcare and Education Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint or concern should be included.

The setting will acknowledge receipt of the complaint as soon as possible – within at least three working days – and fully investigate the matter within 28 working days. If there is any delay, the setting will advise the Parent/Carer of this and offer an explanation. The Childcare and Education Manager will be responsible for sending a full and formal response to the complainants.

If the Childcare and Education Manager has good reason to believe that the situation has child protection implications they will inform the Designated Child Protection Lead who will ensure that the local department of Children's Social Care is contacted, according to the procedures set out in the Safeguarding and Child Protection Policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed then the police will be informed.

A response to the complaint from the nursery will be sent to the Parent/Carer concerned and copied to all relevant practitioners if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the nursery policies or procedures emerging from the investigation. All records will be kept for a minimum of three years.

The Manager will arrange a time to meet with the parent/carer concerned and any other relevant individuals, such as practitioners, to discuss the complaint and the nursery's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.



If at the conclusion of the process parents/carers remain dissatisfied with the response they have received, the original complaint along with the nursery's response will be passed to the Chief Executive Officer who will adjudicate the case.

The Chief Executive Officer will communicate a detailed response, including any actions to be taken, to both the Manager and the Parent/Carer concerned as soon as reasonably possible, usually within 28 working days.

### **Making a complaint to Ofsted**

Any parent/carers can at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

You can contact Ofsted at the following address:

Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone number: 0300 123 1231

Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

If Ofsted are unable to help, you could contact your local Citizens Advice Bureau or Family Information Service (FIS). To find out the number for your local FIS, call 0800 234 6346.