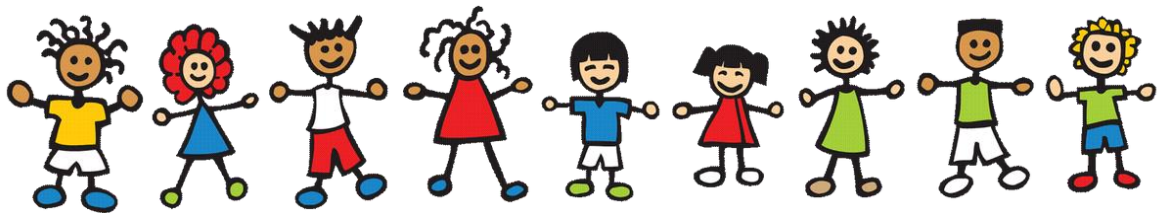




# Kirkshaws Nursery Class Handbook 2024/2025





## Contents

Welcome from our Head Teacher

Section 1            Our Nursery

Section 2            General Information

Section 3            Medical Information

Section 4            The Nursery Curriculum

Section 5            Parental Partnership

Section 6            The Wider Community

Section 7            Other Information



## Welcome

Dear Parents,

A warm welcome to Kirkshaws Nursery Class. Joining our nursery class is your child's first important step in becoming part of our learning community.

We recognise that you are your child's first and most important educator and we look forward to working with you and sharing the extensive knowledge you have of your child. Sharing this knowledge will help us to build on your child's previous experience and enable us to plan for his/her future development.

Our nursery offers high quality education with well qualified, caring and motivated staff, whose primary concern is the well-being and development of your child. Great care is taken to ensure that our children engage in stimulating, motivating and appropriate experiences that will allow them to develop at a pace suited to their individual needs and interests.

We hope the following pages give you a flavour of our nursery class. Should any questions remain unanswered, please don't hesitate to ask and we will be happy to help.

We look forward to working in partnership with you.

Yours sincerely,

Mrs. Alison Nicolson  
Head Teacher

\* The term 'parent' is used throughout this document to refer to parents, carers, guardians, or any person(s) with responsibility for care of the child.



## **Realising the Ambition and How Good Is Our Early Learning and Childcare, states that a quality pre-school provision should:**

Build confidence and capability for those who work with young children from birth to starting school.

Make links between practice, theory and policy guidance to reinforce aspects of high quality provision and the critical role played by early years' practitioners.

Clarify some aspects of current practice and provide a reference which practitioners can easily use.

Support improvement and quality by encouraging discussion and reactive questioning about practice relevant in each setting.

Provide advice on achieving the highest quality ELCC possible to allow our youngest children to play their part in the Scottish Government's ambition of Scotland being the best place in the world to grow up.

## **Our Nursery**

**We aim to provide a high standard of care and education and to offer the highest quality of service.**

**We aim to support children to develop positive attitudes towards their peers, family, community and learning.**

We will do this by:

1. Providing a happy, secure and safe learning environment where each child will achieve his or her potential.
2. Creating opportunities for children to learn through play through careful observation, planning and evaluation of the curriculum.
- 3, Enabling each child to grow in independence while developing self-confidence, self-esteem and confidence.



4. Extending children's abilities to communicate ideas and feelings in a variety of appropriate ways.
5. Promoting equal opportunities and the rights and differences of other people, race and cultures.
6. Encouraging children to explore, appreciate and respect their environment.
7. Recognising and celebrating children's achievements.
8. Fostering a genuine partnership with parents and establishing close community links and links with other agencies.

### Our Equal Opportunities Policy

All Early Years services should reflect the council's equal opportunities policies. Staff and management are committed to equal opportunities and will treat all persons equally and without prejudice, taking into consideration their culture, religion, gender, disability and race.

Since attitudes are formed at an early age, our nursery seeks to provide a caring, multicultural curriculum in order that children grow up experiencing these caring values together and forming a reasoned understanding of other cultures.

Our nursery is non-denominational. We respect and welcome children and parents of all religions, faiths and beliefs.

## General Information

Head of Establishment:	Mrs. Alison Nicolson
Principal Teacher:	Mrs. Debbie McGarry
Principal Teacher:	Mr. Colin Sharp
Lead Early Learning Practitioner:	Mrs. Mandy Brown
Early Learning Practitioner:	Miss Danielle Smith
Early Learning Practitioner:	Mrs. Claire Louden
Early Learning Practitioner:	Miss Shannon Allardyce
Support Worker:	Miss Libby Reilly
Support Worker:	Ms. Carol Hurst
Support Worker:	Miss Sharon Fraser
Support Worker:	Miss Sarah Ormond
Support Worker:	Miss Zalina Arbiyeva
Senior Clerical Assistant:	Mrs. Karla Quinn
Clerical Assistant:	Mrs. Monica McGrath



Address: Kirkshaws Primary School and Nursery Class  
Old Monkland Road  
Coatbridge  
ML5 5EJ  
Telephone 01236 632054

E-Mail: [enquiries-at-kirkshaws@northlan.org.uk](mailto:enquiries-at-kirkshaws@northlan.org.uk)  
Website: <https://blogs.glowscotland.org.uk/nl/kirkshawswebsite/>  
Twitter: @KirkshawsPS

### **Partnerships with other agencies**

From time to time we work with other professionals who may visit the nursery during our sessions these include; Speech and Language Therapists, Educational Psychologist, Childsmile and the Public Health Nurse.

### **Students**

Occasionally we take part in the training of students from different types of educational establishments. These students are either on work experience from school or in placement to gain practical hands-on experience of working with children while they study to gain their qualification. Information about new students in the building will be shared via Mrs. N's notes found on our school twitter page and website.

### **Nursery Hours**

Kirkshaws Nursery Class is open to children from 3 to 5 years old and has capacity for 48 children offering sessions from 8.50am to 2.50pm. Doors will open at 2.40pm to ensure that all children are collected and have left the building by 2.50pm.

*Please try to keep to the nursery times as it reduces disruption to learning.*

*It is important you collect your child on time at the end of the session as staff must clean, prepare and resource the nursery for the next day.*



### **Admission to Nursery**

All Nursery places are allocated in line with North Lanarkshire Council's Admissions Policy and the clerical staff will be happy to advise you on this when you apply for a place for your child. Information detailing the Council's Policy is also available on North Lanarkshire Council's website.

### **Starting Dates**

The Government funding start dates are where a child's third birthday fall on or between:

- 1 March 2024 and 31 August 2024 they will be eligible for funding from August 2024 (autumn term) occurring in that year.
- 1 September and 31 December 2024 they will be eligible for funding from January 2025 (spring term) following their birthday.
- 1 January and last day of February 2025 they will be eligible for funding from April 2025 (summer term) following their birthday

### **Enrolment Procedures**

Parents will be informed by letter when a place becomes available for their child. The letter will request they bring their child to visit the nursery on specific dates as part of an induction process.

On induction day, you and your child will be invited along to nursery where your child will have an opportunity to interact with other children and meet our staff, whilst you complete enrolment forms. The session will last approx. 30mins and provides children, families and staff the opportunity to get to know each other and share any relevant information.

When your child begins their nursery journey they will have a settling in period where we will follow the child's lead in building on their time in nursery. If, for any reason, your child does not settle into the nursery environment we will work with you and your child to gradually increase his/her time in nursery until he/she is ready for a full session.

### **Attendance**

Regular attendance at nursery will ensure continuity and progression in your child's development and learning. If your child is unable to attend nursery, we ask that you contact clerical staff as soon as possible, who will inform nursery staff.



If your child is unwell for whatever reason, we ask that they remain at home to be cared for, the nursery environment is busy and when feeling under the weather this can be overwhelming for children. If your child has sickness or diarrhea, we ask that you keep them at home for 48 hours after the symptoms have subsided. We also ask that should your child have an infectious illness you get in touch with nursery staff as soon as possible.

In line with North Lanarkshire Council's admissions policy, letters will be sent to parents if we have not been informed of non-attendance.

If a child does not attend for a long period of time and no contact is made with the nursery, the nursery place can be withdrawn and reallocated if necessary.

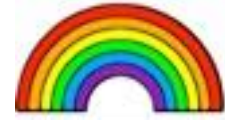
### **Nursery Uniform**

Kirkshaws Nursery has an optional uniform for children which consists of a yellow polo shirt and navy sweatshirt. These can be purchased from Scotcrest in Airdrie.

Nursery is great fun but can be very messy, particularly outdoor play in our garden which is an integral part of the nursery curriculum in all kinds of weather. We always try to make sure children wear aprons and outdoor suits but accidents happen, so please do not dress your child in their best clothes. We also ask that they do not wear football clothing or jewellery or other items that may restrict your child's movement or cause him/her any distress. Children's independence skills are encouraged in nursery so please avoid tight clothing, buttons and laces.

We ask that each child changes from outdoor shoes to soft indoor shoes when entering nursery. Children are allocated a specific peg for their coat and bag for their shoes, clearly marked with their name. We ask that you mark **all** your child's belongings with their name for easy identification. We would also ask that in the event of an accident where your child may need his/her clothes changed that you leave a few changes of clothes in a bag on your child's peg.





### **Arrival and Collection**

It is expected that a responsible adult will bring your child to and from nursery. No one under the age of sixteen years can collect a child from the Nursery. If staff are in any doubt, proof of age will be required.

For safety reasons the front doors of the Nursery are locked at all times. When arriving please ring the buzzer on the right-hand panel at the front door. A member of staff will greet you at the front and they will escort your child into the building. A sign in sheet is used to log who is dropping off and collecting each child daily. If this changes throughout the day please contact us to let us know as the child will not be released unless the identified person is present and this can cause distress to children.

At the end of the session, when children are ready, a member of staff will open the doors to the nursery and your child will be brought to you. Staff will make every attempt to answer any questions you may have at the door, however it is important that we have a calm and controlled start and finish to each nursery session and therefore would encourage you to telephone us with any queries.

If you require your child to leave early or arrive late, please contact the nursery to let us know.

### **Insurance**

We understand that children like to bring something special or new to nursery for their friends to see. This can cause disruption to the nursery day as other children may like a turn of favourite toys. We ask that parents encourage children to keep their toys at home, however if children do bring items with them, they will be kept in their bags at their pegs.

Parents should ensure that valuable items are not brought to nursery as the authority has no insurance to cover the loss or damage of such personal items. Claims submitted are likely to be met only where the Authority can be shown to have been negligent.

### **Excursions and Outings**

When excursions or outings are planned, a member of staff will notify you in advance. You will be asked to complete a consent form giving permission



for your child to take part. Please note that children cannot take part in any excursion or outing unless a parent has submitted a completed consent form. Staff will conduct a risk assessment before the children go on an outing. You will be asked to complete one consent form early in the year, covering local outings which occur on a regular basis.

### **Transport**

Transport is not normally provided for children who attend an Early Years Establishment. However, the authority may provide transport to and from nursery for children with special educational needs who may have to travel some distance in order to take up a placement. This should be discussed with a member of staff.

### **Emergency closure arrangements**

Nursery will be opened at the times previously outlined, but circumstances can arise which mean the nursery may have to close. This may be due to severe weather, transport problems, power failure or difficulties with fuel supplies. In the event of this happening we will do all we can to let you know about the details of closure and reopening.

We will keep in touch by telephone, email, X(formerly Twitter), our school website and North Lanarkshire Council's website at [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

### **Emergency Contacts**

Parents are asked to provide the Nursery with the names, addresses and telephone numbers of two persons, for use in the case of emergencies only. If there is any change in your emergency contact details, please inform Nursery Staff immediately. Children become upset when their parents cannot be contacted.

### **Snacks and the promotion of healthy eating**

We provide children with a morning and afternoon snack during their session at nursery. The snack consists of a drink of milk or water with a choice of fruit. The Nursery has a dedicated snack area. Children sit together, are encouraged to chat and socialise, display good manners and afterwards tidy and wash up.

All children receive a hot cooked lunch daily and the menu can be found on our website. On occasion some children do not like the lunch menu and in this instance, nursery staff will ensure a small alternative including



crackers, toast, wraps etc. If you would prefer to provide a healthy packed lunch for your child, please discuss this with our staff and we will work with you to make this possible.

In order to provide all additional snacks, we ask for a donation of £2 each week from each family into our 'Nursery Fund'.

**Please note: If your child is allergic to any food or drink, or if there is anything your child cannot eat or drink, staff should be informed.**

### **Birthday celebrations**

We celebrate children's birthdays in nursery with a small celebration. We ask that you do **not** bring a cake to nursery due to our Healthy Eating status and allergies, instead, each child will choose a gift from our birthday box. If your child's birthday falls at a weekend, we can arrange for him/her to celebrate either before or after their birthday or on the child's return to nursery.

### **Freedom of Information**

The Freedom of Information (Scotland) Act 2002 came into force in January 2005. The Act allows anyone to ask for information held by the Council and imposes a time-scale of 20 working days for the Council to respond. To deal with Freedom of Information requests, the Council has appointed a Corporate Freedom of Information Officer with the support of an officer in each Service. The Freedom of Information and Records Management Officer can be contacted by telephone on 01698 524712.

### **Data Protection**

Education and Families uses the national IT system, SEEMiS, to store personal information electronically. We ask parents during registration and enrolment to provide us with their child's name, date of birth, gender, address, and family contact details. We will also ask you to update this information annually.

We may also ask you for information about medical conditions, additional support needs, etc. We may also record information you might wish to provide about your family circumstances. We require this information to ensure children and young people are educated appropriately, supported, and that we take account of their health and wellbeing.



During a child's journey through education a pupil's record is kept; this core record is mainly paper based and is stored securely. If we request assistance from educational staff beyond the nursery or school, key staff from these services may also store information securely about your child or young person.

### **How will we use this information?**

Your personal information will be used:

- to provide your child or young person with an appropriate education
- for teaching, enrolment and assessment purposes and to monitor educational progress
- to support pupil learning, improve outcomes and identify where additional support is needed to help children
- to provide appropriate pastoral care to support health and wellbeing of children
- to keep children safe
- to maintain records of attendance, absence and behaviour of children
- to support children during transitions, when moving on each year from nursery to primary, primary to secondary and when they move or leave school
- to enable schools and establishments to process personal data in support of SQA and Further Education
- to monitor and report on pupil attainment and achievement in relation to the national improvement framework issued by the Scottish Government
- to assure the quality of our education services in line with national expectations from Education Scotland.

### **Who do we share information with?**

To support your child's access to appropriate education and meet our legal obligation, personal information may be shared internally between departments of the Council. From time to time, education staff may also need to share information about you, your child or young person with another person from another agency or service, e.g. Social Work, Health.

We also share information with Scottish Government and bodies such as Education Scotland, Scottish Qualifications Authority, Skills



Development Scotland and other organisations that support children's learning.

When a child moves or transfers to another school or nursery the Council has an obligation to pass on information with regards to pupil records to the new establishment.

Only identified staff and those who require to have the information to enable them to carry out their job, will have access to you, your child or young person's information. We care about the information we hold in respect to the education of children. We will keep this information safe and secure.

### **How long do we keep your information for?**

We only keep personal information for the minimum period of time necessary. Sometimes this is set out in law but, in most cases, it is based on what we need to fulfil our function. We maintain a 'records retention and disposal schedule' which sets out how long we hold different types of information for.

You can view more information about GDPR displayed within the school and nursery, request a hard copy from Education and Families, Kildonan Street, Coatbridge ML5 3BT, or view details online at <http://www.northlanarkshire.gov.uk/index.aspx?articleid=15003>

## **Medical Information**

### **Medication**

If your child requires medication during his/her time at nursery you should discuss this with nursery staff. Only prescribed medication will be administered and you will be required to complete a medication form, which gives authorisation for the Nursery Staff to administer the medicine to your child. You will be asked to sign each day when your child has been administered medication. Please be assured that shared information about your child is confidential.

Please note: All medication must be clearly labeled, in the original container with the information leaflet and the first administration of each should be carried out at home.



If your child suffers from asthma it is advisable that you let staff know what activities or circumstances may bring on an attack. If your child suffers from Epileptic Attacks, you must tell staff what emergency treatment to give. This discussion will form a care plan for your child.

### **If your child becomes ill**

Mr. Sharp, one of our Principal Teachers, and Mrs. Brown, Lead Early Learning Practitioner, are registered First Aiders. If your child becomes ill or injured in nursery, first aid will be administered as necessary and you will be informed of this when you arrive, on some occasions parents will be contacted and asked to come and collect their child. If we cannot contact you we will contact the emergency contact number given to us at enrolment. In the event of a more serious accident or illness we will contact parents and if necessary, the family doctor or a local doctor. In an extreme emergency, a member of staff would accompany your child to hospital until you arrive.

### **Visits by medical staff**

Visits by medical personnel can be arranged on parental request. An orthoptic technician may visit to check eyesight. You will be notified prior to this visit.

A member of the dental team shall visit routinely and assist children with toothbrushing. An opt out form is available if you do not wish your child to participate in this.

## **The Nursery Curriculum**

### **Curriculum for Excellence**

The first five years of your child's life are very important and encompass a complex period of growth and development. The experiences that children have during these formative years have a strong influence on:

- . their physical wellbeing
- . their sense of worth and self-confidence
- . their feelings about other people
- . their capacity to learn and their attitude towards learning

At Kirkshaws Nursery we operate in such a way that maximises your child's potential.

Through observation and planning we will seek to:



- . foster self-esteem and acknowledge achievement
- . encourage the development of positive relationships
- . empower each child to become an independent successful learner, a responsible citizen, an effective contributor and a confident individual.

### **How we promote learning**

Through observation, assessment and gaining the thoughts of parents and children, we plan an interesting and stimulating environment, which is designed to provide many opportunities for children to develop and learn. We react flexibly and responsibly to the immediate and long term needs of each individual child.

We ensure each child is given sufficient time, resources and support to think, explore and experiment. To link new experiences and learning to previous knowledge and complete tasks to their own satisfaction.

A nursery session for your child will consist of welcome time, free-play opportunities and adult-directed activities all of which are available both indoors and outdoors.

They will have many opportunities to work, play and learn as an individual, in a small group and as a whole class group on a daily basis.

By ensuring our interactions, spaces and experiences are meaningful and significant to the individual child we hope that their learning is fun and engaging.

Not all learning takes place within the nursery. We make full use of other environments in the school such as the gym hall, dinner hall and within our local community.

We involve parents as much as possible in promoting learning and we will keep you well informed of what we are planning. Our 'Talking Tips' will give information about what we are learning and how you can support this at home. All children will be issued with a Glow login and Password where they can upload photos and images of what they are doing at home. Nursery staff monitor this regularly and respond to children often.

### **How well is my child doing?**

When your child starts nursery, we will ask you for some information relating to the experiences your child has prior to this. This provides staff with a starting point for planning a programme of learning experiences and setting individual targets that will meet the needs of your child. Staff value contributions you wish to make in this process.



Our staff constantly observe children at play, nurturing their skills and independence. Their progress and development is recorded in a variety of ways, through samples of completed activities, photographs and observations made by staff. This provides a wide overview of your child's developing skills. A learning profile is compiled for each child and is available for parents to view and comment on throughout the year.

In addition, you will receive a final report in May. This information will be shared with your child's Primary School as this will facilitate a smoother transition for your child. As well as this, you will have opportunities throughout the year to be kept informed of your child's progress through day to day informal chats as and when appropriate and at formal Parents Meetings in November and May.

Any parent who is concerned about their child's progress in any way should request to discuss this with their child's key worker. If concerns still exist a meeting can be requested with Mrs. Brown or Mrs. McGarry at any time.

### **Supporting children with difficulties**

If a child is found to have difficulties with speech, language, learning, socialising with other children, etc. we will discuss this with parents initially.

We will then plan how to work together to best support your child. Assistance from specialists may be sought as we aim to get it right for each individual. Specialists will then use their skills and experience to advise parents and staff while working to help your child.

The rights and responsibilities of parents are always respected and they are encouraged to be involved in making decisions about the approaches taken to meet their child's needs.

### **Nursery Improvement Plan**

The priorities and targets identified in our Improvement Plan aim to support nursery improvement throughout the year. Each year these priorities are created following consultation with staff, parents and learners. Parents are kept informed of each year's priorities. They are also displayed in the nursery entrance area. The Improvement Plan is available on request.





### **Child Safety/Child Protection**

Our designated Child Protection Officer is Mrs. Nicolson, Head Teacher. If she is not available, either of our Principal Teachers, should be available to discuss any concerns.

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 children have a clear understanding of the difference between appropriate and inappropriate behaviour on the part of another person, no matter who.

We ensure that children are respected and listened to and that all staff are aware of child protection issues and procedures.

Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to Mrs. Nicolson immediately. After judging if there may be grounds for concern regarding the welfare and safety of any child, Mrs. Nicolson will immediately advise the Duty Senior Social Worker at the local social services area office of the circumstances.

## **Parental Partnership**

At Kirkshaws Nursery Class we aim:

1. To foster and develop a partnership between home, nursery and community.
2. To welcome and encourage parents into the nursery whenever possible and to share with them in an interest in the growth and development of their child.
3. To assist parents in developing an understanding of the ways in which children learn.
4. To create a positive ethos by providing a welcoming atmosphere where all children and families feel well supported.

At Kirkshaws we recognise that the care of your child is of paramount importance and we are committed to working in partnership with you to



support your child in developing confidence, self-esteem and enthusiasm for learning.

Parents are encouraged to help on outings and some events. Staff hope to offer advice and support to parents regarding the needs of their child.

Effective communication between home and nursery is vital. We will keep you informed of events and activities in the following ways:

- . informal discussions
- . Mrs. N's notes will be published weekly on X (formerly Twitter) and the school website
- . our nursery handbook
- . information posted on Twitter @kirkshawsPS
- . Verbal reminders of important events and information



### Promoting positive behaviour

Our policy is based on reinforcing positive behaviour. Our aim is to provide a learning environment which nurtures individual respect and encourages children to behave positively towards themselves and others. We have high expectations of children's behaviour and learning and we use praise and nurture groups to promote the positive aspects of behaviour and learning.

At Kirkshaws Nursery we encourage children to:

- . Value and respect our nursery, toys and equipment



- . Listen to others as we wish others to listen to us
- . Consider the safety of ourselves and others
- . Develop an understanding of our own and others' feelings
- . Respect others by sharing and taking turns

### **Working together to promote positive behaviour**

Positive behaviour on the part of each and every child is promoted by:

- . Encouraging children to co-operate, to share with and to be fair to other children and adults.
- . Staff supplying a role model when being kind, caring and consistent in their attitude to children.
- . Celebrating children's achievements and contributions to nursery life.
- . Enabling children to explore feelings in relation to themselves and others.
- . Explaining why some behaviours are inappropriate.

We respond to challenging behaviour in a caring and sensitive manner and in partnership with parents.

### **Supporting learning at home**

We encourage children and their families to take part in 'Home Link Experiences' and Parenting programmes, which have been a tremendous success in the past. Your child will take a bag home and share the activities with the rest of the family. The activities are on loan from the nursery for a few days and the child should return the resources along with a completed questionnaire. We appreciate completion of these questionnaires as it helps us to improve what we do. It is important that parents check the contents of the resources before returning to nursery.

We hold regular meetings with parents about the curriculum, new developments and children's progress. We also have several **open sessions** throughout the year to allow parents to observe and participate in nursery experiences and routines with their child.

### **Fundraising**

We ask parents to make a weekly contribution of £2 to provide extra activities and experiences for children such as sharing snack, outings, parties, etc.



We also take part in fundraising activities throughout the year. All funds raised are used to enhance the range of learning experiences we offer to children and to purchase larger more expensive resources and particular pieces of equipment.

**We have a fantastic Parent Council at Kirkshaws who organise many events throughout the year. All funds raised are used to benefit your children.**





## The Wider Community

Kirkshaws Nursery Class supports the community by providing up to 48 places for children aged 3-5 years. We support parents by being flexible, accommodating and offering the use of the Focus Room within the school for social and educational group activities.

We are also well served by the local community. We have access to the Health Service, Social Work, Library, Community Police and Fire Brigade.

We ask special people to visit the Nursery such as:

- Crossing Patrol Officers
- Community Police Officers
- Fire Fighters
- Dental Hygienist
- Storytellers
- Road Safety Officers
- Professional Musicians

### Links with Primary Schools

Most children will attend either Kirkshaws Primary School or St Timothy's Primary School, however we have built good relationships with other schools in the area. A full transition programme is planned for your child to support an effective transition to primary school for you and your child.

### Care Inspectorate

The Care Inspectorate evaluate and inspect our nursery regularly. We constantly strive to improve our service at Kirkshaws.

Our most recent report is displayed at the nursery entrance. You can also obtain a copy online at [www.careinspectorate.com](http://www.careinspectorate.com)

### No smoking policy

The Scottish Parliament have passed a law to ban smoking in public places. Smoking should not take place in any Council building or grounds. This includes Vaping using e-cigarettes.

### Suggestions

At Kirkshaws Nursery we are committed to maintaining and improving the service we provide to children and parents.



Suggestions as to how we might provide a better service are always welcomed.

These suggestions can be given and explained to Nursery Staff or placed in the suggestions/comment box at the entrance of the nursery.

You will be asked to complete a *How we are doing?* questionnaire at some point during the nursery year.

### **Complaints Procedure**

We would hope that all service users would feel comfortable about approaching any member of staff to discuss an issue or concern and would be confident that staff would deal effectively and promptly with their complaint.

- . The member of staff would attempt to sort out the difficulty
- . The nature of the complaint and action taken would be recorded
- . Mrs. McGarry would be informed of the nature of the complaint, the action taken and resulting outcome
- . If no resolution is reached the complaint would be referred to Mrs. Nicolson directly
- . All complaints will be dealt with by Mrs. McGarry within 5 days

In the event you feel your complaint has not been satisfactorily resolved, please contact the Education Officer responsible for Early Years.

Early Years Education Officer  
North Lanarkshire Council  
Learning and Leisure Early Years Section  
Municipal Buildings  
Kildonan Street  
Coatbridge  
ML5 3BT

All North Lanarkshire Council Early Years establishments are regulated by the Scottish Commission for the Regulation of Care.

Complaints about any establishment may be referred to them:

*The Scottish Commission for the Regulation of Care*  
*Princes Gate*  
*Castle Street*  
*Hamilton*  
*ML3 6BU*  
*Tel: 01698 897800*



I hope you have found this handbook to be useful and informative. We hope that as parents you will find our nursery class a friendly welcoming place where your child will spend many happy hours!

Although this information is correct at time of printing, there could be changes affecting any of the matters dealt within it, either before your child's placement begins or during the course of their placement. Mrs. McGarry will inform you of any important changes to the information.