



**KINTORE WAY  
NURSERY SCHOOL &  
CHILDREN'S CENTRE**  
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London, SE1 3BW  
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Website: [www.kintoreway.com](http://www.kintoreway.com)

Executive Headteacher:  
Rebecca Sherwood



**the  
GROVE**  
Nursery School

Tower Mill Road  
London, SE15 6BY  
Telephone: 0207 701 6629  
Email: [office@grove.southwark.sch.uk](mailto:office@grove.southwark.sch.uk)  
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# Kintore Way

# Nursery School

# Handbook

## Place Types and School Times

### **PART-TIME PLACES (15 HOURS FREE ENTITLEMENT):**

**AM** 8:45am – 11:45am, Monday to Friday  
**PM** 12:30pm – 3:30pm, Monday to Friday

### **FULL-TIME PLACES (EITHER 30 HOURS FUNDED EDUCATION (3-4'S) WITH A VALID CODE OR EXTRA HOURS FOR A FEE (ALL CHILDREN)**

**Full time** 8:45am – 3:30pm, Monday to Thursday  
8:45am – 11:45pm, Friday

**Additional Hours** 11:45am – 3:30pm, Friday (at a cost all children)

All children are to be dropped off and collected via the main entrance on Grange Road.

### Attendance / Absence / Time Keeping

Children must be brought to the nursery school and collected by a responsible adult who is at least 16 years of age.

Parents/carers are discouraged from taking their child out of nursery during term time and should ask permission from the Executive Headteacher in writing before going on holiday or taking days off.

As part of our safeguarding procedures, parents/carers must inform the school if their child is unable to attend a session by telephoning or emailing the school office by 8.45am. If the school phone is busy, the parent/carer must leave a message on the answer machine. Alternatively, we use ParentMail, which allows easy reporting of absences using the ParentMail app.

**Please Note:**

**If we do not know the reason your child is absent then a home visit will take place, if there is no answer at home, then the police are called. This is a procedure that all schools in Southwark are advised to follow.**

Parents/carers should ensure that their child is brought to nursery school on time. Children arriving late for school disrupts classroom activities and children can become unsettled. If you are late and the school gate is closed, you will need to drop your child at reception.

The attendance register is a legal document and must be kept accurately; it becomes more difficult to do this when children arrive late. It might not be possible for a cooked meal to be provided if a child is late and the parent/carer has not informed the office by 9.30am.

**Please read the Attendance, Time Keeping and Transitions Policy and Procedure available on the school website and hard copy from the office upon request.**

All our policies can be accessed on our website. Alternatively, you can also request a copy from the School Office.

## The Key Person and Class Teams

The class teams consist of Teachers (3-4's), Early Years Educators and Teaching Assistants. Each child is allocated a Key Person from within the class teams. The other members of the team are your child's Co-Key People. The staff work in different areas of the learning environment, some days they will be outside and on other days they may be inside. Your child's Key Person will contact you prior to starting nursery to get to know you and your child.

Key People do not have access to their emails when they are working in the rooms. They access their emails as and when they can, mostly after school. If you need to send an email regarding your child, it is

best to use the general email at [office@kintoreway.southwark.sch.uk](mailto:office@kintoreway.southwark.sch.uk). Any messages needed as a priority, will be passed to staff by the office.

Staff also have the “right to disconnect”. We would ask that parents email during working hours for the well-being of staff and to provide a fair work life balance.

## Home Visits

Your child’s key person will be in contact to arrange a home visit with you and your child. The home visit will be at the beginning of September. The home visit provides an ideal opportunity to share important information about both your child and nursery life, as well as answering any specific questions you may have. Having your child’s Key Person visit your child at home helps your child feel secure with the Key Person and to settle more easily in Nursery.

## Settling Procedures

Starting nursery is a very important time for your child and it may take him/her a few days or weeks to get used to the new environment. Please be prepared to collect your child at different times if they are finding it hard to settle. You will be given further information about settling procedures when you meet your child’s Key Person in September. Usually children will stay for a shorter time on their first days, if your child settles quickly then the time will be extended so that your child stays for longer on their second or third day. Some children can take a little longer to settle and need to stay for shorter sessions. Your child’s Key Person will discuss this with you after each session. If you are working and have limited child care we will do our best to settle your child as quickly as possible but please do be available for the first 5 days of nursery.

## Our Curriculum

We follow the Early Years Foundation Stage, you can find out more about the EYFS on the government website; <https://www.gov.uk/early-years-foundation-stage>

The areas of learning are:

- communication and language
- physical development
- personal, social and emotional development
- literacy
- mathematics
- understanding the world
- expressive arts and design

The Federation of Kintore Way Nursery School and Children’s Centre and the Grove Nursery School believe that everyone learns best when they feel happy, relaxed, safe and secure. We aim to provide a rich learning environment where play is recognised as vital for development. For young children, play is the child’s work. Through play:

- children have practical experiences;
- children explore and investigate;
- children use their imagination;
- children can be successful;
- children make sense of their world;
- children learn at their own level;
- children learn at their own pace;
- children learn how to solve problems;
- children learn to collaborate with others;
- children find out that learning is fun.

We want children to feel excited about learning. We believe that children, parents, carers and staff all have a role in promoting the ‘four Cs’ – **curiosity, confidence, cooperation** and **creativity**. We do this by providing a multi-layered inclusive curriculum.

Our multi-layered curriculum is responsive to children's individual needs and interests as well as opening up new ideas and learning opportunities; reflecting seasonal changes and events; and promoting the development of different skills. The children have access to a varied, inclusive and enabling learning environment which reflects all aspects of the curriculum. The 10 elements of our curriculum include:

1. Responding to children's needs and interests;
2. Including input from parents and carers;
3. Seizing teachable moments;
4. Being responsive to the seasons, celebrations and events;
5. Introducing and exploring core books and rhymes;
6. Providing provocations and promoting curiosity;
7. Introducing and practising skills;
8. Providing opportunities for enrichment;
9. Ensuring the children have experiences in all areas of learning;
10. Focusing on how children learn as much as what they learn.

We understand that all children are unique and learn in different ways, and our curriculum aims to enable all children to reach their potential, be inspired and thrive throughout their learning journey.

Many of the 10 elements of our curriculum are responsive to each child and their individual needs, interests and curiosity. We plan half-terms to reflect the seasons, celebrations, events and core books and rhymes. More information can be found on our website.

## **Enabling Environments**

The children have access to both the indoor and outdoor environment throughout the day and all year round. Being outdoors has a positive impact on children's sense of wellbeing and supports all aspects of their development. It gives children first-hand contact with weather, seasons and the natural world. They have the freedom to explore, use their senses and be physically active and exuberant. Children have access to the garden for much of the day. It is well-equipped and provides a range of large-scale activities.

## **Assessments**

We make termly assessments of children's learning to ensure they are making good progress across all areas of development. We assess whether your child is 'on track' for their age or whether they need some extra support to make progress in their learning. If your child is 2 years old, a '2-Years Progress Check' will take place. This will identify your child's strengths and any areas where some additional support might be needed.

## **Parent Conference Days**

To allow us the time to provide you with feedback about your child's learning, we have three parent conference days each year. One in each term. The school is closed to the children and the staff arrange individual meetings with parents/carers at the school.

You can also arrange to talk to your child's Key Person about your child's progress at any time throughout the year.

## **Clothing**

Children need to wear clothes in which they can move and run freely and safely.

### **Footwear**

Please provide footwear suitable for physical activity which your child can manage independently. We recommend Velcro fastenings **not** laces. Flip-flops are not permitted. The school has a few spare pairs of wellies and waterproofs however it would be really helpful if you could provide your child with a pair of named wellies and waterproofs that can be left at school.

### **Dress for the Weather**

Please ensure your child is dressed appropriately for the weather. During the summer, children need

protection from the sun. T-shirts or tops should cover shoulders and hats and suntan cream should be provided. The school has some spare waterproof trousers, coats and wellington boots for wet days however we do request that you provide suitable clothing on wet days.

### Name Your Child's Clothes

**Please mark your child's clothing CLEARLY with his/her name**, we cannot be held responsible if clothes go missing.

### Messy Play

It is important children feel free to engage in messy play. Please do not dress them in new or special clothes.

### Manageable Clothes

Please dress your child in clothes that he/she can manage by him/herself, especially when going to the toilet. We recommend trousers or skirts with elasticated waistbands.

### Spare Clothes

**Please provide your child with a spare set of named clothes (including lots of pants and socks) that can be kept on their peg.** We have some spare clothes in case of 'accidents', where families have not provided a spare set of clothes. However, please wash and return these as soon as possible, as our supplies are very limited. We always appreciate donations of clothes, including pants and socks, which children have outgrown.

### Jewellery

Please do not allow your child to wear jewellery at school. Studs earrings are permitted.

## **Bringing Toys from Home to Nursery**

Please do not allow your child to routinely bring toys from home to school in case they get lost or broken. We do recognise children sometimes need to bring something from home into nursery to help them settle initially. You may wish to make an attachment box (See the 'Getting Ready for Nursery Sheet'). You can decorate a shoe box with your child and place some special things in the box that your child can have with them at nursery.

## **Reading and Sharing Books**

We encourage parents and carers to read and share books with their child every day. Reading with your child is one of the best ways to support learning. We provide books that your child can choose to take home to read.

## **Home – School Links**

Successful relationships between parents/carers and practitioners can have a long lasting and beneficial effect on children's learning and wellbeing. We believe in working in partnership with parents/carers where there is two-way communication and we all really listen to each other.

Please keep your child's Key Person informed of any significant events or changes in your child's life. The more we know about your child, the better we can support their development.

## **School Fund**

Each term parents/carers are asked to contribute £10.00 towards the School Fund. This money is used to cover the cost of book bags, outings, and to buy small extras for the class such as ingredients for cooking.

## Medical Conditions, Allergies and Care Plans

If your child has any medical conditions or allergies please inform your child's Key Person as soon as possible. A care plan will be written, in collaboration with families (and medical professionals where applicable) and the Key Person will ensure it is shared appropriately with all relevant staff. The care plan must be in place for your child to be able to start Nursery. Depending of the nature of your child's condition, staff may be required to undertake additional training to be able to assist your child. Please note that you will not be able to leave your child at the nursery until this has been fully completed and signed off by the relevant professionals.

## Oral Health, Food and Healthy Eating

At Kintore Way, we aim for children to learn lifelong skills in healthy eating as part of a healthy lifestyle and to ensure parents are involved wherever possible. We believe that it is important for children and families to understand the impact of nutrition on health, concentration, energy levels and positive self-image, and are also working towards reducing Southwark's child obesity levels, which are well above the national average, as well as reducing tooth decay.

Kintore Way provides both a nutritious and balanced school lunch which meet the school food guidelines and we welcome our communities' support in educating our children in healthy eating. If your child has any religious or other dietary requirements (e.g. vegetarian), please let your Key Person know as soon as possible.

Due to the number of children with life-threatening allergies, we ask you not to consume any food brought from home at school. We understand that some parents and carers like to give their child a snack when going home but ask you to offer this once you have left the premises. We also recommend encouraging healthy snack options such as fruit, sandwiches or cheese. The children are only given milk or water to drink between meals at school as the acid in sugary drinks and fruit juices causes tooth decay. We would therefore ask that you **DO NOT** bring or consume sugary drinks whilst on the school premises.

## Snack Donations

We provide the children with a healthy snack in the mornings and afternoons. There is a snack donation box at the entrance and we welcome donations from parent and carers towards the children's snacks.

Suitable foods include;

- Fruit (E.g. apples / oranges / bananas / melon / grapes)
- Vegetables (E.g. carrots / cucumber / peppers / celery/ tomatoes / sugar snap peas)
- Low Salt Crackers
- Cheese

## Birthdays

We acknowledge that birthdays are a very special time for your child and we have a beautiful 'birthday ring' which the children decorate with candles and other figures; they also sing songs together.

Please **DO NOT** bring in a birthday cake and/or party bags as this undermines our healthier lifestyle commitment. If you want to bring something to the nursery to celebrate your child's birthday, you can buy a book to donate to the class or bring in some healthy snacks. The book will be read as part of the birthday celebrations.

The children will still have a special birthday celebration at the school. There will also be times when the children will continue to have special treats, e.g. the occasional 'ice pop' on very hot days etc.

Thank you for working together with us in keeping our children happy, healthy and safe.

## **Health and Safety**

Please arrive no earlier than 5 minutes before the start of your child's session.

Children **must not** be left unaccompanied in any part of the school. Dogs (except for guide dogs) are not allowed on school premises.

Kintore Way has participated in the Mayor's collection of data regarding the air quality around the Nursery. We would ask parents to ensure they turn the engine of their car off whilst dropping off and collecting their child from Nursery.

## **No Smoking**

Smoking inside the premises and outside in the vicinity of the Nursery is strictly prohibited.

## **Illness and Medicines**

We request that children are kept at home if they are unwell so that other children and staff do not become affected. If you suspect that your child has an infectious or contagious illness, please inform the school office. After sickness (vomiting and/or diarrhoea), your child must be clear for 48 hours before returning to school. If a child has been prescribed antibiotics for an illness, they may return to school after 48 hours if they are well enough (antibiotics can cause side effects e.g. diarrhoea). We will arrange to administer prescribed medicines, if necessary, on completion of a permission form.

If your child has to be given medication, please make sure the doctor prescribes it. The date and the child's name must be on the label. Inform the staff in the room of the times and the amount of the medicine to be administered.

You must also sign the medicine book in the classroom recording:

- The child's name.
- The name of the medication.
- The amount to be given and at what times.
- State any medication given before arriving at school.

If children are unwell parents/carers are requested to keep them at home.

If your child has an allergy to plasters, please inform us.

If your child has a high temperature, we will inform you immediately. If you have given Calpol or other medication to lower your child's temperature, please do not bring them to school.

**Please notify your child's Key Person if your child has been given any medication at home before school.**

## **Accident Procedures**

### **Accidents in the School**

As children develop their physical skills through activities such as running and climbing, they are highly likely to have accidents.

If a child has an accident at nursery and the injury is minor (e.g. a scratch or a graze (other than the face), it will be dealt with by a member of staff. An accident form will be completed and a copy will be given to parents / carers on collection.

If your child has a head injury, or has an accident resulting in a mark to their face, you will receive a phone call from the school and will be notified as to whether you need to collect your child.

If a child has an accident at nursery and it is a major injury then the designated First Aider will be consulted, parents/carers will be informed and an accident form will be completed as above.

If a child has an accident at nursery and the injury requires the child being taken to hospital by an ambulance, a member of staff will accompany the child. Parents/carers will be contacted immediately to enable them to accompany the ambulance or meet staff at the hospital.

Please ensure that details on your child's 'Wellbeing and Contacts' form are up to date so that we are able to contact you if necessary.

### Accidents at Home

If a child has an accident at home, parents/carers are required to inform staff on arrival and a form will be completed and signed. A copy of the form will be given to parents/carers.

## **Safeguarding and Child Protection**

The person responsible for Safeguarding is YOU. Please see the 'Protecting Children in Education Settings' leaflet in your induction pack.

Everyone at Kintore Way works to ensure that children and young people are kept safe by contributing to:

- providing a safe environment for children and young people to learn;
- identifying children and young people who are suffering or likely to suffer significant harm, and taking appropriate action with the aim of making sure they are kept safe both at home and at school.

**If you are worried at all about any child, please speak to the SAFEGUARDING TEAM.**

The Executive Headteacher, Rebecca Sherwood has overall responsibility for Safeguarding and is the Designated Safeguarding Lead. Teresa Cole, Deputy Head is the Deputy Designated Safeguarding Lead.

**MOBILE PHONES ARE NOT PERMITTED IN THE SCHOOL.** Please do not use your mobile phone anywhere in the playground or the school building.

## **Code of Conduct**

All adults need to set a good example to the children at all times, showing them how to get along with all members of the school community. We want all members of our community to treat each other with respect and we do not tolerate any aggressive, threatening or intimidating behaviour. Please read the Parents, Carers and visitors Code of Conduct and Behaviour on School Premises Policy on our school website for more information.

## **Children's Centre**

Kintore Way Children's Centre is part of the Bermondsey and Rotherhithe Children's Centre, comprising four jointly-managed Children's Centres. The Children's Centres provide a range of services for young children and their families. There are groups running for children aged 5 and under. The Children's Centres work in partnership with health practitioners to provide families with advice about healthy eating and nutrition. Timetables are available to keep you informed of all the different activities, courses and events taking place at the Centre. The Children Centres also have Community Family Workers who can provide one-to-one support to our families, following the submission of a referral to Early Help.

## **Positive Behaviour**

We believe all children and adults have the right to be treated with respect and to be in an environment which is calm and safe. We have high expectations for behaviour and we encourage all children to follow our Golden Guidelines:



1. **We are gentle** – we don't hurt others.
2. **We are kind and helpful** – we say nice things to each other, we share, we smile, we tidy up.
3. **We listen** – we take our turn to talk, we don't interrupt.
4. **We look after toys and books** – we don't break things.
5. **We say what really happened** – we tell the truth.
6. **We try new things** – we enjoy learning.

## **Six Steps to Conflict Resolution**

We manage all conflicts using the 'Six Steps to Conflict and Resolution' approach:

1. **Approach calmly**  
Stopping any hurtful language or actions. A calm manner reassures children that things are under control and can be worked out to everybody's satisfaction.
2. **Acknowledge feelings**  
Children need to express their feelings before they can let go of them and think about possible solutions to the problem.
3. **Gather information**  
Adults are careful not to make assumptions or take sides. We ask open-ended questions to help children describe what happened in their own words.
4. **Restate the problem**  
Using the information provided by the children, the adult restates the problem using clear and simple terms and, if necessary, rephrasing hurtful words.
5. **Ask for ideas for solutions and choose one together**  
Adults encourage children to suggest solutions, helping to put them in practical and concrete terms. We accept their ideas rather than impose our own, thus giving children the satisfaction of having solved the problem.
6. **Give follow-up support as needed**  
Adults help children begin to carry out their solution, making sure that no one remains upset. If necessary, we repeat one or more steps until all the children return to their play.

This approach is based on High Scope's conflict resolution process. Video clip examples of this process can be found online:

<https://www.youtube.com/watch?v=Fbawu6taGj4>  
<https://www.youtube.com/watch?v=bfHd6XtCWq8>

It is important that staff and parents/carers work in close partnership when supporting children with their behaviour. Sometimes children may need additional support with managing their behaviour. If you have any concerns about your child's behaviour please speak to your child's Key Person, class teacher or the Executive Headteacher.

A copy of our positive behaviour management policy is available from the school office and can be downloaded from our website.

## **Southwark's Early Help Offer**

Southwark offer a range of Early Help support for families. The children's centres have a team of community family workers who can provide guidance and support around a wide range of issues.

Southwark's Early Help team also have family support workers. A referral can be made using the Early Help referral form. More information can be found at [www.southwark.gov.uk/schools-and-education/information-for-parents/early-help-service](http://www.southwark.gov.uk/schools-and-education/information-for-parents/early-help-service)

## **Special Educational Needs and/or Disabilities (SEN/D)**

Our School is inclusive and we aim to meet the individual needs of every child who attends. We have children with various needs. Some children require different levels of support. This can be provided during small group sessions or planned activities with the Key Person. Children who display a gift or talent in a specific area of learning are also supported to develop this.

Please see our website for the SEN/D information report and the current SEN/D Policy.

Please also see details of the Local SEN/D offer on the Southwark website.

## **Education Health Care Plans**

An Education, Health and Care Plan [EHCP] is for children and young people aged up to 25 who need more support than is available through special educational needs support.

EHC plans identify specific, individualised learning outcomes for a child or young person and specify the additional provision that is required by law to ensure that these are achieved. Plans are reviewed annually and can remain in place to support children throughout their education.

## **Equal Opportunities and Inclusive Practice**

At Kintore Way, we are committed to equality in education and employment. This means that we are opposed to discrimination on grounds of race and ethnicity, religion and belief, socio-economic circumstances, gender, gender identity, gender reassignment, disability, pregnancy, sexual orientation or age. We live in a multi-cultural and diverse society. We are preparing children for life in this society, and our curriculum aims to reflect this. We are conscious that we are all role models and that children will become aware of our attitudes by our words and behaviour. We are actively anti-racist and anti-discriminatory in our practice and we are proactive at addressing any barriers to inclusion including negativity, conscious or unconscious bias or stereotyping. The Federation is committed to promoting equality and eliminating discrimination.

At Kintore Way we believe that:

- The School should reflect our multi-cultural society
- Prejudice should be brought out into the open and negative attitudes challenged and discussed
- Cultural differences enrich society
- Children should be supported to develop a strong sense of personal identity and have a positive self-image
- Recognition and acceptance of differences gives people a feeling of pride and self-esteem
- All children should have equal access to the curriculum and educational opportunities provided by the school.

## Fees

All 3 to 4-year-old children are entitled to 15 hours free nursery education. Only 2 year old children who meet the criteria set out by the government are eligible for 15 hours government funded nursery education.

### **30 Hours Childcare**

In September 2017, the current Government increased funded childcare from 15 to 30 hours a week (for up to 38 weeks a year) for eligible 3 and 4-year-old children.

Parents/Carers can apply online at: [www.childcarechoices.org.uk](http://www.childcarechoices.org.uk)

Please note: You **MUST** have your eligibility code **by 31<sup>st</sup> August** to qualify for a 30 hours place in September. If you need help in accessing your code please ask at reception.

### **15 Hours Childcare (2 Year Old Codes)**

You may be eligible for a 15 hour code for your two year old. Please visit <https://www.gov.uk/help-with-childcare-costs/free-childcare-2-year-olds> or [www.childcarechoices.org.uk](http://www.childcarechoices.org.uk) for more information and to check if you are eligible.

Parents/Carers can apply online at: <https://www.southwark.gov.uk/childcare-and-parenting/childcare>

You must provide your code to the school with evidence of it being valid. Alternately, if you are not entitled to a two year old code, you can still apply for a fee paying place.

If you do not qualify for the 30 Hours Free Childcare but still require additional hours outside of the free 15 hours entitlement, these can be provided at an additional cost. This is referred to as 'additional hours'.

All children who are staying for a full day are provided with a cooked meal. If you think your child might be entitled to free school meals, you can complete a free school meals application form at the school office. The form will be sent to the pupil benefits team at Southwark Children's Services to see if families are eligible.

If spaces are available, we also offer additional hours and paying places as well as other services at a cost, please see attached fees sheet for more details.

We are participating in the Heathy Schools initiative to provide free healthy meals for children as part of the free entitlement hours.

Any parent who is paying for a place is required to pay for school meals. This information will be on ParentMail so you will be aware of what you need to pay.

These fees are correct as at September 2024 and are subject to change.

For children attending the 2-3's and who do not qualify for the 15 hours free entitlement fees will be charged from the first day of settling.

Please note that the nursery school 'additional hours' fees will become chargeable from the first day your child attends their first 'additional hours' session.

**Fees are to be paid using the ParentMail system. You will receive a message at the beginning of each half term, outlining how much needs to be paid for that half term i.e. Autumn Term 1, September to October half term holiday 2024. Fees need to be paid on a regular basis.** All fees are to be paid two weeks in advance and fees must be paid through ParentMail. We also accept payments

through the Government Childcare scheme which are payable directly into the school bank account. All fees for each half term, must be paid in full by the end of that half term.

Please note, fees are charged if your child is off sick and when they are away on holiday. More information is available in the 'Charging and Payment of Fees' policy.

**It is not acceptable to have any fees or dinner money arrears.** If debts are incurred then the school may ask you to sign a payment plan to recoup the monies. The services in which you are being charged for will be withdrawn until full payment has been made. If payment is still not received, the school will follow the 'Charging and Payment of Fees' policy which may include small claims court. If you have any concerns with paying fees, please speak to the Office Manager.

Please see our 'Charging and Payment of Fees' policy, which is available from the school office and can be downloaded from our website, or ask at the school office for more information regarding:

- nursery 'additional hours' fees – how and when to make payment,
- charges for absence and lateness,
- notice periods if a child leaves,
- the School Fund
- Additional circumstances (e.g. closure due to severe weather).

Parents/carers paying for additional services will be required to sign a contract.

## **Transfer to Primary School**

Children are required by law to go to primary school the term after their fifth birthday. The nursery provides parents/carers with information on applying for a primary school as early as possible. Parents need to apply online at the Southwark Council website: [www.southwark.gov.uk/schooladmissions](http://www.southwark.gov.uk/schooladmissions)

## **The Governing Body**

The Executive Headteacher is responsible for the running of both schools within the Federation. The responsibility of the governors is to have general oversight of the management, curriculum and resources. The governors are responsible for interviewing and appointing staff.

Governors are available for parents/carers to contact by letter (addressed to Kintore Way Nursery School and Children's Centre). There are parent governors on our governing body who represent parents/carers views and interests. We advertise on notice boards, via parent mail and in our newsletters when there is a vacancy. If you would like more information about being a governor, we would be happy to assist you.

## **Policies**

Policies are all available to download from our website ([www.kintoreway.com](http://www.kintoreway.com)) or you can request a hard copy of an individual policy from the school office.

## **GDPR**

The Data Protection Officer is responsible for overseeing data protection within the nursery school so if you do have any questions in this regard, please do contact Judicium Consulting Ltd, 75 Cannon Street, London, EC4N 6AE on: email: [dataservices@judicium.com](mailto:dataservices@judicium.com) Tel: 020 3326 9174

## **Complaints Procedure**

We would like your experience at Kintore Way to be a pleasurable one. If a parent/carer does have a concern, they should, in the first instance, raise it with the child's Key Person. If the issue requires further discussion, the teacher or senior practitioner in the child's room should be consulted. The next step is to make an appointment to speak with the Deputy Headteacher or the Executive Headteacher. Our full 'Complaints' policy is available on our website, or you can obtain a copy from the school office.