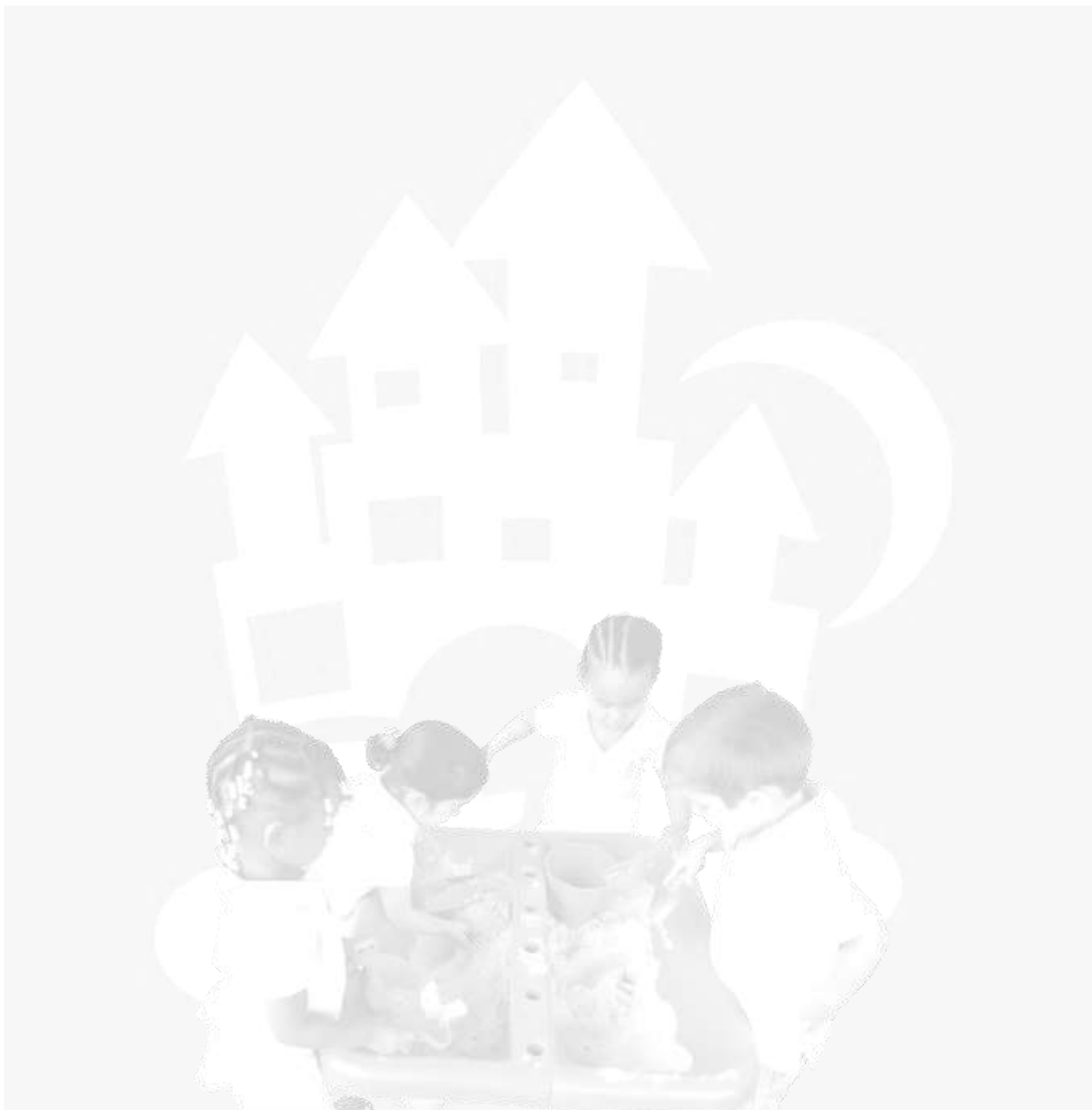




LITTLE REGENT NURSERY PARENT HANDBOOK





Welcome

A very warm welcome to Little Regent Nursery, a unique and nurturing learning environment where children are encouraged to strive to aim high and achieve well, through our personalised approach to learning

At Little Regent Nursery, the early years lay the foundation for a child's lifelong learning and well-being. Our philosophy is rooted in the idea that every child is unique, and capable, and deserves a nurturing environment that fosters their curiosity, creativity, and confidence. We aim to create a space where children are encouraged to learn and grow through developmentally appropriate experiences, guided by a child-centered, play-based approach.

We recognize that children learn best when engaged in meaningful play. Play is not just an activity but a vital part of their learning process that integrates physical, cognitive, social, emotional, language, self-help, and aesthetic development. Through play, children explore their world, make discoveries, solve problems, and develop a sense of autonomy and a positive self-image. Our holistic approach ensures that children are supported in all areas of development, empowering them to grow into resilient, independent, and inquisitive learners.

Inclusivity is at the heart of what we do. We embrace and celebrate each child's abilities, interests, needs, and learning styles. Our learning environment is intentionally designed to be accessible and inclusive, providing a space where all children can thrive. We believe that by respecting and supporting the diverse needs of each child, we foster an atmosphere of mutual respect, understanding, and collaboration.

At Little Regent Nursery, we see parents as partners in their child's educational journey. We believe that children learn best when there is strong communication and involvement between home and school. Parents are a child's first and most important teachers, and by fostering close connections with families, we create a vital bridge that supports the child's growth and development.

We proudly adopt the Early Years Foundation Stage (EYFS) framework, which provides a cohesive, integrated approach to early learning and care. This framework guides our commitment to delivering high-quality early education experiences that support every aspect of a child's development, ensuring they feel safe, valued, and excited to learn.

Through this philosophy, Little Regent Nursery strives to cultivate confident, compassionate, and curious children who are well-prepared for the next stages of their educational journey and beyond.

I feel truly privileged to lead such an amazing nursery, where we strive to nurture and inspire our children every day. It is a joy to witness their growth and individuality from the moment they arrive, knowing they are becoming the leaders of tomorrow.

We are excited to welcome you to our nursery.

Best regards,
Rashmi Mahesh
Nursery Principal



Our Staff & Management Structure

Position	Staff Name	C Classroom / Department	Age Group
Nursery Director	Ms. Rashmi Mahesh	Management	Overall Operations
Accounts & Administration	Ms. Manisha	Administration	Finance & Administration
Early Years Teacher	Ms. Maria	Busy Bees	45 days – 1 year
Early Years Teacher	Ms. Angie	Tiny Tots	1 – 2 years
Early Years Teacher	Ms. Nancy	Happy Hoppers	2 – 3 years
Early Years Teacher	Ms. Apple	Clever Cubs	3 – 4 years
Early Years Teacher	Ms. Antonette	Bright Sparks	3 – 4 years
Early Years Teacher	Ms. Nouha	Arabic	All classes

Position	Staff Name	C Classroom / Department	Age Group
Early Education Aide	Ms. Dineshi	Busy Bees	45 days – 1 year
Early Education Aide	Ms. Mary Cris	Tiny Tots	1 – 2 years
Early Years Assistant	Ms. Kath	Happy Hoppers	2 – 3 years
Early Years Assistant	Ms. Navodi	Clever Cubs	3 – 4 years
Early Years Assistant	Ms. Cristy	Bright Sparks	3 – 4 years
Cleaner	Ms. Asheni	Whole School	

MISSION STATEMENT, AIMS AND VALUES

Our Mission

Our mission at Little Regent Nursery is to provide exceptional care and education that centers around each child's unique needs, interests, and potential. We are committed to fostering a nurturing, inclusive, and stimulating environment where every child is seen as an individual with their own strengths and capabilities. We believe in a holistic approach that nurtures not only the cognitive and academic development of children but also their social, emotional, physical, and creative growth. By offering a dynamic, play-based learning experience, we aim to inspire curiosity, independence, and resilience, allowing each child to explore, discover, and grow at their own pace.

At the heart of our mission is the belief that children thrive when they feel valued, safe, and supported. We work closely with families to build strong, trusting relationships, ensuring that our nursery is a place where children feel a deep sense of belonging and are encouraged to express themselves confidently. Our goal is to lay the foundation for lifelong learning, empowering children with the skills, confidence, and love for learning that will serve them throughout their lives.

At Little Regent Nursery, our vision is to cultivate a warm, inclusive, and family-oriented atmosphere where educators and families collaborate in true partnership. Together, we are committed to creating a dynamic learning environment that empowers each child to reach their full potential.

We believe that every child has the right to:

- Be valued as a unique individual.
- Experience happiness, health, confidence, and high self-esteem.
- Develop independence, curiosity, creativity, and resilience in their learning.
- Have a voice, be heard, and understand their ability to make a difference.
- Identify and express their needs and emotions effectively.
- Be empowered to meet their own needs.
- Show respect for themselves, others, their communities, and the environment.
- Feel safe, secure, and have a strong sense of belonging.
- Build supportive relationships and work collaboratively with others.
- Embark on a lifelong journey with a genuine love for learning.

At Little Regent Nursery, these values guide everything we do, ensuring that children thrive in a nurturing and supportive environment.

Our Values

At Little Regent Nursery, our values represent our commitment to parents and children, ensuring that each child is recognized as unique and treated with the utmost care and respect, as if they were our own.

- **Quality:** We believe that every child deserves excellence in early learning programs and services that make a meaningful difference in their lives and the wider community. We are dedicated to providing high-quality educational experiences, while continuously fostering the development of both our children and our staff.
- **Integrity:** Honesty is at the core of everything we do. We communicate openly and truthfully, and we always strive to do the right thing, even when no one is watching. We take great pride in our work and maintain the highest ethical standards, refusing to compromise on integrity.
- **Courtesy:** Kindness and respect guide all of our interactions. We use good manners and demonstrate consideration for others in every situation. We remain open-minded and respectful of diverse perspectives, fostering an environment of understanding and mutual respect.
- **Partnership:** We believe in the power of collaboration, working closely with parents and the broader community to support the holistic development of every child. By forming strong partnerships, we ensure that children thrive in an environment enriched by shared commitment and care.

These values shape the foundation of Little Regent Nursery, ensuring that we provide the best possible experience for every child entrusted to us.

Contact Details

Nursery address:

Little Regent Nursery
Villa 73
Tawam Street
Asharej
03 762 0098
050 943 5720

Our operational hours are from 7am to 5pm, Monday to Thursday.

On a Friday we close at 12pm

Who to contact:

- Accounts and Admissions/General Enquiries : accounts@littleregentnursery.ae
- Nursery Director : manager@littleregentnursery.ae



Preparing your child for nursery

Starting nursery is a big step, and we understand it can bring feelings of anxiety for both parents and children. While some children adapt quickly, others may need a bit more time to feel comfortable in their new surroundings. Please rest assured, we are here to support you and your child every step of the way. During the settling-in sessions, your child's key person will take time to learn more about your child — including their needs, preferences, favourite foods, sleep routines, and any other important details. The more information you share, the better we can personalise your child's experience and help them feel secure and happy. We will also go through our nursery's policies and procedures with you, and take the time to answer any questions or concerns you may have.

What should your child bring to the nursery?

The nursery provides all necessary educational materials. However, parents are kindly asked to ensure the following items are sent with their child each day. All personal items must be clearly labelled with your child's name. The nursery cannot be held responsible for lost items, so we kindly ask that toys and jewellery not be brought to school.

Please ensure all belongings are clearly labelled:

- Bag: clearly marked with your child's name
- Sets of spare clothing and extra undergarments (even if your child is confidently toilet-trained)
- Snack/lunch box
- Water bottle
- Extra socks for inside the class
- Wet Wipes
- Sun Cream
- Body Lotion if necessary
- Bum cream if using a nappy
- Diapers: Extra diapers/a daily supply or an extra pack to be kept at the nursery.
- Linen: If your child will be napping after lunch, please provide a light blanket. This will be sent home every Thursday for washing.
 - Baby Room: Cot Sheet, Baby Pillow, Baby Blanket and cot toys that your child is familiar with
 - 1-2/2-3 Class: A blanket for your child during nap time
 - 3-4 Class: Our bigger class does not take naps as they are in preparation for KG.



General Information

The Key Person Approach

You will often hear the phrase **class teacher** in the nursery. Whilst the children are cared for in groups, it is important that we meet the individual needs of your child and ensure that he/she has an opportunity to bond with one 'special person' at the nursery. It is also important that you have a specific person whom you can get to know and share information with about your child.

Each child is assigned to a class that has a key person and an assistant. It is their role to share information with you about your child and ensure that your child's individual needs are being met.

The key person will observe your child and plan for his/her learning and development and make assessments on progress. You will also be update by the Key Person via our online communication application Famly.

No Shoe Policy

We always aim to promote children's wellbeing and safety at all times.

Please send additional pairs of socks for the inside of the classroom, that will be used during class time.

Daily Routine at the Nursery

- Parents are requested to adhere to the nursery start times. Our operational hours start from 7:00am, however the morning drop-off should be no later that 8:30am. We will not permit to students arriving later than 9:00am as this disrupts our morning routine of the classroom.
- Our nursery operates from 7:00 AM to 2:00 PM for the regular program, with an extended option until 5:00 PM (6:00 PM optional). Parents are required to contact the Nursery Principal if you need to make any provisions for an early drop off in the morning.
- If you anticipate being late to collect your child, we kindly ask that you inform the nursery as soon as possible. Notifying us in advance allows us to make appropriate arrangements to ensure your child remains supervised and comfortable while waiting.
- Please note that punctuality is important to help your child feel secure and maintain their routine. In cases where a child has an early drop off in the morning or a late pick up in the afternoon, additional payment for extra care applies:
- **First extra hour:** 5% of the approved tuition fee (applicable per day, weekly, termly, monthly, or annually, depending on the service requirement).
- **Second extra hour onwards:** 2.5% of the approved tuition fee (applicable per day, weekly, termly, monthly, or annually, depending on the service requirement).

Your child's class schedule will be available on the parent notice board.

Break Time

At Little Regent Nursery, we ask our parents to send food to the nursery with their child. We ask that parents provide enough food a healthy breakfast, lunch and a snack. Food should be labelled and stored in an insulated lunch box that a child can easily open by themselves. Food supplied should be easy to consume and healthy e.g. small sandwiches, fruit cut into small pieces.

- Breakfast – sugar free cereals, toast, porridge, Fruit, avoid candy and cakes for breakfast
- Lunch – freshly prepared 'home cooked' meal consisting of a main course which could include meat, chicken, fish and vegetables. Avoid any form of cakes as a desert.
- Afternoon snacks – fruit or vegetable sticks, plain digestive biscuits or a healthy snack bar
- Drinks – water (available throughout the day), milk, juice.

If your child is on the late pick up schedule for 5pm, kindly ensure that there is extra food, snacks and juice packed.

Allergies

Nut products and peanut butter are not permitted, and we don't allow food sharing.

We are a nut-free environment, please do not send any nuts to school as a snack

Healthy eating

We encourage all children to make healthy choices and ask for your support with providing a healthy lunch.

We allow birthday celebrations at our school. Parents are to inform us 3 days prior if celebrations will be taking place with the class. Party packs are allowed and will be given to students when they leave to go home.

We allow cupcakes and not birthday cakes for celebrations. Please contact the Class Teacher to arrange accordingly.

Communication

Who to contact:

- Accounts and Admissions/General Enquiries : accounts@littleregentnursery.ae
- Nursery Director : manager@littleregentnursery.ae

WhatsApp/Telephone

WhatsApp Business is a great application for communicating with parents. It enables real-time communication. Please ensure that we have your correct WhatsApp contact number to be able to stay connected with us.

We are reachable on the following platforms :

- Family application: available daily
- We are available on our school mobile number from 7am to 5pm
 - Our school mobile number : (+971) 50 943 5720
- Our school landline number : 03 762 0098

We request that parents be mindful of the contact timings after hours.

- You will receive daily updates on the **Famly** application from your class teacher. We aim to give parents as much information about the nursery as possible on the daily updates and activities for the day. We ask that parents be patient and understand that the teacher will do the Famly Application uploads once the activities are over as your child also needs undivided attention in the class.
- You will find various information boards in the nursery, such as 'parents' information, policies and procedures', 'our team', important updates on the FAMLY application and engagement on our parent Whatsapp group.
- A member of the leadership team or a class teacher will telephone you if any issues or concerns arise during the day. If you have any concerns, we are reachable from 7am to 4pm or you could email us using manager@littleregentnursery.ae

Additionally our parents' notice boards is at the entrance of the school for your information.

School Readiness

We aim to ensure your child will make a smooth transition from pre-kg into KG. In the lead up to starting FS1 it will be beneficial for your child if you support their independence, this can be achieved by:

- Toilet training
- Beginning to dress themselves, such as pulling clothes up and down and putting socks and shoes on and off
- Feeding themselves
- Sharing toys and equipment- so they are aware of boundaries and routines
- Listening and taking turns
- Making requests for things in English, such as asking to use the toilet

School Fees

School fees are invoiced monthly in advance and are payable no later than the 5th working day of each month. Fees are charged over a 10-month period, covering the academic year from commencement through to the end of June. Late payment will result in the suspension of the Famly application, which will be reinstated once full payment has been received.

Fees remain payable regardless of a child's attendance, including periods of absence or travel, provided that one month's written notice of travel has been submitted. Fees are not charged during the summer vacation period.

The nursery will be closed on all public holidays, as well as during the period between Christmas and New Year. Regular fees will still apply during these closures.

Fees are also payable in the event of unforeseen closures beyond our control, including severe weather conditions, closures mandated by government authorities, interruptions to essential services, or any circumstances that may affect the safety and security of the nursery.

The Accounts Department will issue reminders for any late payments. After the third reminder, access to the Famly application will be suspended until outstanding fees are fully paid.

Please note, the nursery reserves the right to withhold withdrawal from the ESIS system at the end of the academic year if any fees remain unpaid.

The required method of payment is bank transfer or via card payment.

Our banking details are as follows:

Name of Bank	:	First Abu Dhabi Bank
Account Name	:	Little Regent Nursery
Account Number	:	1011003979708016
IBAN#	:	AE350351011003979708016
SWIFT CODE	:	NBADAEEAAXXX

Please use your child's full name and family name as reference when making an online payment.

Notice Period

One month's written notice is required to:

1. Cancel your child's nursery place
2. Reduce sessions or the number of days you will attend.
3. Notification of travel
4. If insufficient notice is given, you will be liable to pay fees in lieu of notice.

Behavior Management

We believe that children flourish best when they know how they are expected to behave, and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to encourage acceptable behaviour whereby children learn to respect themselves and others.

We have a named person who has overall responsibility for issues concerning behaviour management. We require all staff, parents, volunteers, students and visitors to provide a positive role model of behaviour by treating the children and one another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children find solutions in ways that are appropriate for the children's ages and stages of development, for example, discussion, distraction and praise. We praise and endorse desirable behaviour, such as kindness and willingness to share. We avoid creating situations in which children receive adult attention only in return for undesirable behaviour. We never use, or threaten a child with the use of, physical, emotional or corporal punishment. We will not single out children, humiliate or embarrass them. We will not shout at children or raise our voices in a threatening way in response to their behaviour.

We work in partnership with all parents. You will be regularly informed about your child's behaviour by the key person. We will work with you to address recurring unwanted or unacceptable behaviour,

using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately. With your consent, we may engage the assistance of outside agencies.



Our CURRICULUM

The Early Years Foundation Stage (EYFS)

At Little Regent Nursery we set high standards for all children in every aspect of their education as we develop the whole child. Teachers have high expectations and constantly strive to facilitate each child's potential in all areas. Children learn to develop self-motivation, sustain concentration and work cooperatively with others.

The nursery follows the Early Years Foundation Stage (EYFS) curriculum and within the EYFS framework, we provide support to each child as an individual by providing positive relationships and enabling the environment to achieve the best possible outcome.

The EYFS aims to provide holistic support through the Prime Areas:

- Personal, Social and Emotional Development
- Physical Development
- Communication and Language

And the Specific Areas:

- Literacy Reading
- Mathematics, Numbers
- Understanding the World
- Expressive Arts and Design

At Little Regent Nursery, children are encouraged to explore and have hands-on experiences focusing on sensory activities and messy play.

Staffing and Ratios

We maintain adequate staffing levels to guarantee safe and effective supervision in every learning area, at all times. A minimum of two staff members are present whenever children are on-site.

We adhere to ADEK's required adult-to-child ratios, as outlined below:

Age Group	Adult-to-Child Ratio
0–1 year	1:3
1–2 years	1:4
2–3 years	1:5
3–4 years	1:8



Reporting progress to parents

At Little Regent Nursery, your child's development and well-being are at the heart of everything we do. As part of our commitment to supporting each child's growth, we follow the **Early Years Foundation Stage (EYFS) curriculum**, which includes regular, play-based observational assessments. These help us to effectively track each child's progress and ensure we maintain the highest standards of care and learning. The ASQ-3 is an assessment tool, introduced by ADEK that helps us track your child's development in key areas such as:

- Communication
- Gross Motor Skills
- Fine Motor Skills
- Problem-Solving
- Personal-Social Skills

We will provide parents with written reports, at the end of term one and then at the end of the academic year. These reports will inform you of your child's progress and personal achievements.

Parent/Teacher Consultations

We hold parent-teacher meetings at the end of term 1 and at the end of the academic year to discuss your child's progress and any other concerns that either party may have. These meetings will run on an appointment system, where the class teacher gives a date and a time slot for parents.

Parents are also encouraged to communicate with the teachers through Family and regular face-to-face interactions.

Parental Engagement

Our parent community at Little Regent Nursery is that we are all one big family. Therefore, opportunities are provided for parents to engage in their child's learning through participating in nursery activities.

These may include sporting events, cultural and national celebrations. Information and details about the events are sent out to parents in advance.

Data Integrity

Records for each child are kept confidential by our administration team and they are updated regularly. It's important to keep us updated with your emergency contact details, any medical conditions and family circumstances that may affect your child while in the nursery.

Attendance

Attendance is crucial and mandatory, and we encourage parents to ensure their child attends school every day. In the event of an absence, parents must inform the class teacher through the Family app, providing the reason for the absence. This is especially important if the child is unwell, as the school needs to be notified of any illness. Please be assured that this information will remain confidential between the school and the parent. Attendance is recorded in the ADEK system, and we are required to provide a reason for any absence. Kindly notify the teacher on the first day of your child's absence.

Authorised person to pick up

- At the time of registration, parents must understand the impact of nominating an authorized person to collect their child if they are unable to do so themselves.
- The criteria for designating a pickup authority in the absence of parents shall be stated on the Child Pick-Up Authority Form. The designated person shall be aged 18 years and above and hold a valid ID, either and EID or passport.
- We will **NOT** release the child under any circumstances to any persons without parental consent. Please notify us immediately of the person picking up your child with their names and Emirates Id card, if different from the nominated person on the Admission form and child pick up authority form.

Allergies and Pre-existing medical conditions

- If your child has any allergies or pre-existing medical conditions, it is essential that you let the nursery know about these on admissions and provide us with much detail as possible before your child's first day. Please fill out our medical questionnaire thoroughly which will enable us to manage your child's medical condition appropriately.
- If your child requires an EpiPen or any other emergency medications, these should be given to the nursery nurse before your child's first day.
- If we do not have these prior to your child starting, your child will not be permitted to attend nursery. This is for your child's safety. Epipens and emergency medications are kept locked in the clinic. There is an additional key that is kept in the clinic in an accessible place to allow all staff members to have access to emergency medications.

Illness & Medication

From time to time, children may become unwell whilst at the nursery. If this should happen, we will inform you immediately. We generally follow the guidance for schools and nurseries issued by ADEK and we may extend the exclusion periods for certain illnesses. Children may not attend nursery whilst infectious and, in the event of fever, sickness and/or diarrhoea, and will not be allowed for 48 hours after the last bout of illness.

- All medicines brought into nursery will need to be recorded and we will require your signature to authorise the administration. All medicines must be in the original container, labelled with your child's name, the dosage required and the date that it was prescribed.
- Any medicines not meeting these criteria cannot be administered. We are not able to administer the first dose of a prescribed medicine.
- Children must have had the first dose at home a minimum of twenty-four hours prior to coming to nursery. This is to ensure that your child receives continuous treatment, however we will not administer medication if your child is still ill from an illness as they should not be attending school, especially in the case of a fever.
- If your child is required to take regular medication i.e. inhalers, EpiPen, the medication should be clearly labelled with your child's name and taken directly to the Key Person. A doctor's letter with precise instructions detailing the dosage and time to be taken should also be given.
- The nursery provides pediatric Adol, a temperature-reducing medicine, which will be given as per the manufacturer's instructions and recommendations, provided you have given your written consent on the nursery contract.

We will contact you by telephone prior to the medicine being administered. We will only administer one dose per day. If your child has a fever of 38 degrees and above you will be requested to pick up your child immediately from the nursery.

We request that parents work together with us to build a healthy school community and ask that you adhere to the sick leave policy of the school.

Contagious Diseases

If your child has been absent from nursery due to a contagious disease, a letter of discharge from your doctor is required before your child will be allowed to return to nursery. Please submit this to the nursery principal to ensure clearance.

Please inform the nursery if your child contracts an infectious disease, including:

- Head lice infection (which can spread rapidly)
- Chicken Pox
- Rubella (German Measles), Measles
- Covid19
- Influenza A/B
- Hand Foot and mouth or other contagious infections

Head Lice

Should your child be found to have any live lice, we will contact you to immediately pick up the child from the nursery and you will be asked to keep your child at home until your child is lice free and the condition is treated.

If eggs are found, parents will be informed and asked to treat their child with medication. It is parental responsibility to treat the child and monitor for signs of head lice.

Emergencies & Incidents

The Medical Form and Medical Questionnaire along with a copy of your child immunisation book is required before your child starts nursery. This must be signed and given to admissions. The documentation is a legal requirement giving permission for the nursery to act in the best interests of your child. The prompt return of this form is a requirement.

- In the unlikely event of an accident, your child will be taken to the nearest appropriate hospital. A consent form must be signed when your child begins nursery to give your permission for this to happen.
- If your child has a minor incident or accident in the nursery, you will be informed immediately via a telephone call from the Key Person and depending on the nature of the injury further protocol will be followed.

Immunisation Records

Before your child starts nursery, we will request a copy of your child's immunisation record. Please note that your child should have received all the required vaccinations for their age before starting nursery. Children without adequate immunisations, upon advice from the health authorities, could be asked to withdraw from the nursery.



Miscellaneous

Lost property

All nurseries accumulate a lot of lost property during the term. If your child has lost something, please come into nursery either at drop-off or pick-up time to look for the missing item. Any lost property will be collected and stored near the reception area. Of course much of the lost property can be avoided if all items of clothing and possessions are clearly labelled with your child's name.

Items not permitted at the nursery

- We kindly request that you do not send your child to nursery with toys, sharp objects, action figures, or any items that could potentially cause harm to others. In addition, please avoid sending jewellery, makeup, or any similar items from home, as these will not be allowed in the classroom.
- For health and safety reasons, girls may only wear one pair of small stud earrings. No other types of jewellery are permitted.

Please note that the nursery cannot be held responsible for the loss or damage of any personal belongings, especially items that are not permitted on the premises. We appreciate your understanding and cooperation in helping us maintain a safe and distraction-free environment for all children.

Uniform

Our uniform is a blue polo shirt with our logo on, and for the boys shorts and for the girls capri pants, which can be purchased from our accounts department for 150aed a set. We request that students wear the school uniform Monday to Thursday. Friday is a non uniform day.



Home and nursery Liaison

You are welcome to visit the nursery on any given day, from Monday to Thursday between 7.45 am and 2.00 pm, and on Fridays between 7.45 am and 11.30 am. On entry into the building, visitors must report to the main reception desk. From there, a member of staff will be able to assist you.

Complaints or Concerns

Little Regent Nursery is committed to delivering exceptional education and care for every child. We strive to create an inclusive, welcoming environment where each child and their family feel valued. Our focus is on providing a nurturing space where children can learn and grow through play.

We believe that both children and parents have the right to receive respectful and timely responses to any concerns. To ensure this, we follow a clear complaints procedure, as detailed below.

Stage 1:

If a parent has any concerns or questions about their child's care or education, they should first discuss the matter with the child's key worker. Initial contact should be made through the Family app, or, depending on the nature of the issue, the parent may choose to contact the school directly by telephone or email or in person.

The complaint will be formally logged with the Nursery Principal who is the designated person at the EEI.

Stage 2:

If the issue is not resolved to the parent's satisfaction, the next step is to contact the Nursery Principal. Parents have direct access to the Nursery Manager during the nursery's operating hours. Concerns should be submitted in writing to the Nursery Principal, who will investigate the matter and respond to the parent within 3 working days. The details of the complaint and any resulting actions will be recorded in the complaints logbook. (In most cases, complaints are resolved informally at Stage 1 or 2.)

Stage 3:

If the issue remains unresolved, a formal meeting will be arranged involving the Nursery Principal, the parent, and the child's key worker to ensure the matter is properly addressed. A written record of the meeting, including minutes and any agreed actions, will be documented. All attendees will sign the record and receive a copy, marking the conclusion of the procedure. If the parents are satisfied with the resolution and agree that the complaint has been handled promptly, they will be asked to sign the "Complaint Closure" form, formally closing the matter to everyone's satisfaction.

Stage 4:

If the issue remains unresolved to the parents' satisfaction, they have the right to escalate the matter to the regulatory authority, ADEK (Department of Education and Knowledge). A record of all complaints will be maintained at the nursery, accessible only to the parties involved, and kept in confidential files.

We are more than happy to discuss with you any concerns you may have regarding your child's progress or personal development in nursery.

Parent Partnership

At Little Regent Nursery, we celebrate the rich diversity of our families and are dedicated to fostering an inclusive and nurturing environment for every child. Our promise to parents includes:

- **A Stimulating and Safe Environment:** We provide a secure and welcoming space for children to explore and grow, both indoors and outdoors. Our team is committed to building respectful and trusting relationships that foster emotional connections.
- **Partnerships with Families:** We strive to create effective working relationships that ensure every child's needs are represented and heard.
- **Celebrating Individuality and Diversity:** We value and respect each child's unique background, celebrating the rich tapestry of cultures in our community.
- **Commitment to Policies and Procedures:** We work within agreed guidelines to bring our policies to life, ensuring a consistent and supportive environment.
- **Transparency:** We ensure all communication is open and accessible, promoting a culture of trust and collaboration. We maintain clear and effective communication systems to keep parents informed and engaged.

Together, we create a vibrant community where every child can thrive!