

FUN FOR KIDS LIMITED

GRANGE FARM

APPLICATION FORM

PLEASE TICK THE DAYS YOU REQUIRE Date required to start _____

FEES ARE PER SESSION	Monday	Tuesday	Wednesday	Thursday	Friday
AM £6.75					
PM £13.25					

Please read carefully

Fun For Kids require all Parents/Carers to abide by the terms and conditions indicated.

- 1. All fees must be paid at the beginning of each week/month.**
- 2. Payment is required for your child's place if absent or on holiday during term time.**
- 3. If you no longer require a place for your child, a 4 week notice period must be given.**

I agree to abide by the terms and conditions.

Signed.....

Date.....

CHILD'S PERSONAL DETAILS

CHILD'S NAME			
ADDRESS			
POSTCODE			
TEL.No			
D.O.B.		AGE	CLASS

ETHNIC ORIGIN	
RELIGION	

PARENT/ GUARDIAN INFORMATION

WHO HAS PARENTAL RESPONSIBILITY FOR THE CHILD?
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IS THERE ANY LEGAL INFORMATION ABOUT LEGAL CONTACT?

MOTHER'S NAME			
ADDRESS			
POSTCODE			
TEL No (HOME)		MOBILE	
PLACE OF WORK			
WORK TELEPHONE			

FATHER'S NAME			
ADDRESS			
POSTCODE			
TEL No (HOME)		MOBILE	
PLACE OF WORK			
WORK TELEPHONE			

MEDICAL INFORMATION

CHILD'S DOCTOR

ADDRESS

POSTCODE

TEL No

PLEASE STATE IF YOUR CHILD HAS ANY SPECIAL DIETARY REQUIREMENTS, PREFERENCES OR FOOD ALLERGIES:

PLEASE STATE IF YOUR CHILD HAS ANY SPECIAL HEALTH REQUIREMENTS E.G. Asthma, eczema

PLEASE GIVE ANY INFORMATION THAT MAY INTERFERE WITH ANY MEDICAL TREATMENT YOUR CHILD MAY REQUIRE: PLEASE INCLUDE ANY PROCEDURES THAT ARE PROHIBITED BY RELIGIOUS OR CULTURAL BELIEFS.

SIGNED

DATE

I hereby give my consent for a senior member of staff at Fun For Kids to take the necessary action required for any medical treatment towards my child in my absence. I also understand that staff cannot undertake the care of my child as clearly laid out in their Policy and Procedures, i.e. Infectious diseases, Diarrhoea, Vomiting and High Temperature.

SIGNED

DATE

I give consent for photographs to be taken and used for display purposes only ☐ YES ☐ NO

AUTHORISED COLLECTOR AND EMERGENCY CONTACT NUMBERS

1. NAME	
RELATIONSHIP TO CHILD	
TELEPHONE No.	

2. NAME	
RELATIONSHIP TO CHILD	
TELEPHONE No.	

3. NAME	
RELATIONSHIP TO CHILD	
TELEPHONE No.	

4. NAME	
RELATIONSHIP TO CHILD	
TELEPHONE No.	

Please give a password for collection	
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Please use this space to give any additional information about your child	
E-mail address	

I have read and understand the information given on this form. I have been given a copy of the complaints procedure.

Signed Parent/Guardian_____

Date_____

Signed by Fun For Kids_____

Date_____

Please do not hesitate to speak to a member of staff if you require more information regarding this for

FUN FOR KIDS LIMITED

COMPLAINTS PROCEDURE

Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Club's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation.

All complaints will be kept on the child's file.

Summary of a complaint can be

If a parent has a complaint, it can be given verbally or written in any way.

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, the Club is committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then the Manager will transfer it in writing. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint and fully investigate the matter. Regulations require providers to give an account of findings of the investigations into the complaint and any other actions taken to the parent who made the complaint, within 20 days of the date of the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police. The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

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COMPLAINTS PROCEDURE 2

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

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 20 working days.

How to complete the complaints record

We are required to keep a summary log of complaints it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

Making a Complaint to Ofsted

You can make a complaint at any time to Ofsted

National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone number 0300 123 1231

W: www.ofsted.gov.uk

FUN FOR KIDS LIMITED
COMPLAINTS PROCEDURE 3

A. Source of complaint

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

B. Nature of complaint

The record is intended only for complaints relating to the national standards. You must record here one or more national standards to which the complaint refers. If you are unsure you should refer to your national standards and the accompanying guidance. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

C. How it was dealt with

You must provide information on how you investigated the complaint. You will need to record:

The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.

Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child?

Any referrals you made to an external agency, for example local authority environmental health departments or social services.

D. Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

- Any actions identified by you
- any actions set or taken by Ofsted
- any action taken by another external agency, where you have their permission to do so
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision

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COMPLAINTS PROCEDURE 4

- If we dismiss any members of staff following an investigation under any circumstances. If we dismiss a member of staff for misconduct, within the professional abuse policy because they placed a child at risk of significant harm, we will refer the individual to the I.S.A. Even if they leave our employment.
- We will share an account of the findings of your investigation and the action, if any, that has been taken or we intend to take as a result of the investigations with parents at the setting. We will do this within 20 days from the date the complaint was made. We will do this by sharing this record. If a parent asks to do so, or if it is appropriate, we will send a separate letter to the parent who made the complaint giving more detail.

The telephone number to contact is Ofsted

T: 0300 123 1231

Textphone: 0161 618 8524