

# WELCOME TO

## Butterflies Playgroup



# Playgroup Prospectus

Please take a few minutes to read this brochure. It briefly explains our aims and the procedures that we follow in playgroup. It forms part of the contract between you, the parent/carer, and our group.

If you would like to see all our policies and procedures, please ask.

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## Ownership / Leadership

The group is owned and managed by Mrs Rachelle Kelly-Morgan and Mrs Gaynor Board and the day to day running of the group is in the hands of experienced staff.




We operate in accordance with the Children's Act 1989, Child Minding and Day Care (Wales) Regulations 2010 and the United Nations Convention on the Rights of the Child. The group is registered for twenty-six children with a ratio of one adult to every four children aged under three and one adult to every eight children aged three and over.

The group is registered with the Care Inspectorate Wales and is a member of Wales Pre-school Playgroups Association. Our certificates of registration and insurance are displayed on the notice board.




All members of staff are qualified in childcare and all have relevant experience. The group leaders are: Mrs Rachelle Kelly-Morgan and Mrs Gaynor Board, the group deputy is Danielle Blackshaw.

Membership of Wales P.P.A. ensures that the group is kept up to date with new thinking in the field of childcare and education. Staff members are encouraged to participate in training courses and childcare conferences.

## Playgroup aims and objectives

-  To provide a safe, secure and happy environment, helping children to enjoy fun and friendship with others while learning through play
-  To offer individual care and attention by qualified and experienced staff
-  To encourage children to develop life skills at their own pace, offering equal opportunities to all

We hope to achieve this by

-  Encouraging independence and self-discipline
-  Understanding age/stage development and providing consistent guidelines
-  Offering appropriate play opportunities for all children

We hope your child will be happy with us. If you have any questions or wish to discuss anything, please wait for a few moments when you bring your child to playgroup or after the children have gone home.

## Term Dates Sep 2018 – Jul 2019

	<b>Term Begins</b>	<b>Half Term Begins</b>	<b>Half Term Ends</b>	<b>Term Ends</b>
<b>Autumn Term</b>	Mon 10th Sep	<i>Mon 29<sup>th</sup> Oct</i>	<i>Friday 2nd</i>	Fri 21 <sup>st</sup> Dec
<b>Spring Term</b>	Mon 7 <sup>th</sup> Jan	<i>Mon 29<sup>th</sup> Feb</i>	<i>Fri 1<sup>st</sup> Mar</i>	Fri 12 <sup>th</sup> Apr
<b>Summer Term</b>	29 <sup>th</sup> April	<i>Mon 27<sup>th</sup> May</i>	<i>Fri 31<sup>st</sup> May</i>	Fri 19 <sup>th</sup> Jul

## Opening Hours

Mornings.	Monday to Friday	9.15 – 12.15
Afternoons	Monday to Thursday	12.45 – 3.45

We do **not** open during school holidays and half terms.

We provide an escort service for those children attending playgroup in the morning and Marlborough School Nursery in the afternoon.

We also offer a Munch Club. Children are collected from Marlborough School Nursery's morning session and we provide them with supervised lunch and play until 12.45 (*NB: lunches are not provided*)

If your child is unable to attend playgroup or the munch club, please telephone 07743176015 in advance if possible, or during the session.

## Fees

Morning Sessions	£12.00 per child, per morning
Afternoon Sessions	£12.00 per child, per afternoon
Escorting children to Marlborough	£5.00 per child
Munch Club	£10.00 per child
Supervised Lunches	£3.00 per child

Fees should be paid half termly in advance, either monthly or weekly by arrangement. In cases of hardship other arrangements can be made – please ask.

Please note, if you no longer wish for your child to attend the Playgroup, we require a 2-week period of notice, for which fees will need to be paid.

**Escorting children** – this service includes supervising your child to eat their lunch (*not provided*)

**Munch Club** - Your child will be picked up at 11.30am from Marlborough School, and will be supervised during their lunch.

**Supervised lunches** - Children who leave the morning session (but eat their lunch, supervised within our setting) to go to another local school. Fees are due to the cost involved in providing an additional setting (to comply with CIW guidelines) and staff to supervise this provision.

A child's attendance at any of the above groups is dependent on continued payment of fees.

Fees may be paid in cash, by cheque, or direct bank transfer. We are also registered to accept several different childcare vouchers.

Fees may be subject to alteration - if we need to change the rates or methods of payment you will be given at least two weeks' notice in writing.

## Absence

Fees remain payable if your child is absent for any reason (e.g. holidays, sickness). If your child will be absent for more than two weeks, please let us know at least two weeks in advance as we can then arrange for the place to be kept open on payment of half the fees due.

## Admissions

The group offers places to boys and girls aged between two years six months and four and half years.

Children are offered places based on age, from the waiting list but those with additional needs may be accepted as a priority.

We offer care in the English language; if your child does not speak English, we would be glad to receive a list of any words in your language that will assist us to communicate with your child.

Registration forms containing emergency and collection arrangements and personal details must be completed before your child starts attending the group, and parent/group contracts must be signed. If you need help with these, please ask. A full copy of our policies is available in playgroup and can be supplied on request.

## Marlborough School Nursery

We can escort a limited number of children to Marlborough nursery after the morning playgroup session. Parents/carers must provide a packed lunch labelled with their child's name, which will be stored using ice packs. We will supervise children and encourage them while eating but we will not force them to eat. If your child is given grapes these need to be cut in half lengthways. Any leftovers will be replaced in the lunchbox so that you can see what your child has or has not eaten.

We will then encourage children to use the toilet and wash their hands and escort them to Marlborough. We will remind children to walk safely with adults and we will report any problems to you, either immediately by telephone or when you arrive for the next playgroup session.

## Arrival

To keep children safe please remember to supervise all children while using the stairs and ensure that the gates at the top of the stairs and at our entrance are kept shut at all times.

When you arrive please help your child to hang up his/her coat, books are available for your child while you are waiting for us to open. If your child is reluctant to settle, please feel free to stay for a short time and/or ask a member of staff for assistance.

There is a car park available at the Church, accessed from Albany Road. This is available for arrival and collection only and not for prolonged periods or a fine may be imposed.

It is important that children arrive and leave at the appointed times so that the group activities will not be disrupted. This is also good training for their progression to school. At home time please wait in the seated area until the door is opened so that we can ensure children leave with the correct person. Please remember that if you wish someone other than those named on the registration form to collect your child, you MUST let us know in advance. Children must be signed in and out of playgroup.

## **Settling In**

Prior to starting, you and your child will be offered a visit to the group to allow your child to become familiar with us.

When your child starts at our group you are welcome to stay for a short while and/or to collect your child early if you wish. We have found that prolonged attendance by parents/carers distresses both your child and others in the group. We never allow children to continue in excessive distress and always telephone you if this happens; however, children may often appear very upset when their parent/carer leaves, only to cheer up after five minutes! We are happy to discuss settling in programs with you, to suit both you and your child. Parents/Carers are encouraged to discuss their child's individual needs and preferences either with the key worker or the group leader.

When your child starts in the group a member of staff will be allocated to him/her as a key worker to ease the starting process. Please take your child to this member of staff on arrival for at least the first few sessions (longer if necessary). Every effort will be made to ensure that this staff member works each time your child attends, but if this is not possible two staff will share your child's care.

Children are often keen to bring in their own toys to playgroup. We try to discourage this as children often become distressed if another child tries to play with their toy; or if we discover the toy to be 'missing' come home time. If you wish your child to bring a toy, please label it with their name and encourage them to place it on the table near the door.

Remember that whilst we will try to take care of toys or other possessions brought to playgroup, we cannot accept any responsibility if an item is lost or broken.

Interest Table – Rather than children bringing in a toy to playgroup, on a weekly basis we will ask children to bring in an item for our Interest Table. We would ask for your co-operation in encouraging your child to bring something for our interest table.

The theme of the table changes each week, details are on the notice board and given out at the beginning of each term. We should be grateful if you could label items with your child's name.

### **Register**

Shortly after arrival a register of children will be taken, and a member of staff will stand at the door until all children have entered. The downstairs door will be locked at about 9.30 (morning session) and 1.00 (afternoon session). If you arrive after this time you will have to ring the bell or telephone 07743176015 to gain entry to the group.

## Playgroup Routine – a ‘sample’ outline of your child’s day

AM Session	PM Session	Activities
9.15	12.45	arrival, registration and ‘circle-time’ (discussions about weather, day’s activities, children choose their first activity)
10.00	1.30	rolling snack starts, children will be encouraged to freely choose from a snack table, which will be available until 11.00. During this time children are free to choose and undertake other activities
11.00	2.30	Story time
11.15	2.45	Physical play, Table activities (drawing, crafts etc), finishing with song
12.15	3.45	Session ends
<b>Throughout the session, key workers will encourage children to use the toilet &amp; wash their hands</b>		

### Parents/Carers - Volunteering

We endeavour to work in partnership with parents and carers and all parents and carers are welcome to our group. We do not operate a parent’s rota but if you would like to help in some way, or if you have a special skill that you are willing to share with us, please let us know. We try to cater for your child’s individual needs, and we would welcome the sharing of family experiences; this could help us to provide a more comfortable and enjoyable playgroup experience.

The group also holds special events from time to time. Details of these will be placed on the notice board and publicised in our newsletter, please try to support us.

You may be offered questionnaires from time to time to find out what you like or dislike about the group. Please try to complete and return these, as we cannot improve if we do not know what you feel about us.

### Outings

Children may be taken on short outings (e.g. a local park, library, shops) in accordance with the permission statement on the registration form.

Volunteer helpers may assist staff on these outings but will not supervise children unaccompanied.

We aim to undertake at least 1 trip a year that involves transport, usually to a nearby farm or similar attraction. These are often planned well ahead and parents will be consulted and invited to attend. Any child attending without their parents will be cared for by staff on a ratio of 1 adult to 2 children. Parents must complete permission slips before children can attend these outing.

## Faith

We openly encourage children and families from all faiths, however, we are a playgroup operating within a Christian environment/building. Therefore, some of our sessions may involve a short prayer before our snack time, or activities that involve the children in being in areas of the church.

Additionally, children will be encouraged to explore and value cultures and faiths other than their own and we welcome any contributions by parents/carers. If you have any concerns regards any of the above, please do not hesitate to discuss this with us.

## Food

We provide a daily snack (including fruit or vegetables), milk and drinking water. Drinking water will also be freely available throughout the session. Both milk and water will be offered in an open cup to encourage independence and to minimise plastic waste.

From September 2018 we will be introducing a 'Rolling Snack' system. We aim for this to commence at 10am (morning session) and 1.30pm (afternoon session). Children will be encouraged to choose when they would like to eat and will be free to choose their snack. Staff will be on hand to assist and children will be supervised to wash their hands before coming to the snack table.

We have achieved the Gold Standard Healthy Snack Award awarded by Cardiff and Vale University Health Board and are proud of our efforts to provide a healthy varied snack option. This may include some foods that your child hasn't seen or eaten. We have also achieved the Gold Award in the 'Designed to Smile' Initiative of the Welsh Government and children are provided with their own toothbrush and encouraged to brush their teeth after snack.

If your child has special dietary needs or you are concerned about allergies you may need to provide their refreshments. Please inform staff and label items with your child's name.

**Please note:** We ask parents NOT to provide grapes to children, due to them being a possible choking risk – if you do want your child to eat grapes, please make sure these are cut in half lengthways to help avoid this. If any child has whole grapes in their lunchbox, we will not allow them to be eaten.

Additionally, please do NOT provide your child with nuts or peanut butter, in case of any allergies present on other children.

Children who are being escorted to School Nursery should bring a packed lunch, labelled with their child's name. Perishable items will be stored in the fridge, and other items stored appropriately.

## Health and Hygiene

Children are encouraged to think about personal hygiene as part of the daily routine. They will be required to wash their hands after using the toilet and before eating. Paper towels will be available and disposed of appropriately when used.

Hygiene rules relating to bodily fluids will be followed with care and staff will be aware of how infections are transmitted.

We are unable to care for sick children - if a child is taken ill during playgroup a member of staff will stay with them in a quiet part of the room and parents/carers will be contacted to come and collect them. Parents/carers are requested to keep their child at home if they feel unwell and if any infection is diagnosed please inform the group so that we can inform other parents/carers.



The group follows the minimum exclusion periods recommended by Health Promotion Wales. These are as follows:

Chicken Pox	6 days, or until the spots have dried up
Measles	7 days
German Measles (Rubella)	4 days
Mumps	10 days
Whooping Cough	21 days
Conjunctivitis	Until the eyes have stopped 'running'
Sickness and diarrhoea	48 hours after last incidence

For further advice please contact your doctor or health visitor.

## **Medication**

If your child requires medication to be given during the session, we will be happy to help.

Parents/Carers must complete a medication sheet, giving precise instructions, and the form must be signed both by the parent/carer and the member of staff who administers the medication. A member of staff who observes this will also sign the form. If your child refuses the medication, we will not force them to take it. In this instance we will either inform the parent/carer at the end of the session or telephone immediately, depending on the severity of your child's condition.

When you collect your child from playgroup you will be asked to sign again to confirm that you have been informed of how/when we administered the medication.

## **Asthma**

We acknowledge that whilst this is a common and possibly serious condition, we aim to offer every child who suffers with Asthma the opportunity to participate as much as possible within our setting. For this reason, we welcome every child with Asthma to our setting. One of our Managers has real life experience of coping with children with Asthma, having brought up 2 asthma sufferers.

We ask that all children who are Asthma sufferers are provided with relevant medication when attending each session. These should be labelled with the child's name and include the recommended dose/timescales and instructions for taking as per the prescription.

Such medication will be kept secure, but not under lock and key and all staff will be made aware of where they are kept. We would also ask that parents/carers inform us of anything that may cause their child's symptoms to worsen or an attack to happen.

## **Safety**

Children will be supervised always and will be encouraged to think about their own safety and that of others in the group.

Staff members trained in first aid are present and an appropriately stocked first aid box is available at each session. Any minor injuries occurring during the session will be recorded in an accident book and parent/carers will be informed at the end of the session. In the unlikely event of a serious accident, emergency treatment will be sought, and parents/carers will be contacted immediately.

The main door is locked during sessions to prevent unauthorised entry to the group. Children will be carefully supervised and reminded to take care particularly if using the stairs.

Regular risk assessments will be carried out by the leader and the group will have due regard for the appropriate COSHH and RIDDOR regulations. Fire doors will not be obstructed. Fire drills will be held regularly and recorded. Equipment used conforms to all relevant safety regulations and is checked regularly. Large equipment will be erected with care.

## **Clothes and Nappies**

Please mark coats, jumpers, hats etc with your child's name. Children often wear similar items and it may cause some distress when they are not able to recognise their own clothes.

We do try to take care of children's clothes, and aprons are provided, but please bear in mind that your child may be participating in messy and physical play. In order that your child feels free to explore and experiment with all kinds of material and equipment, clothes should be easily washable and not restrict your child's movements.





Whilst we prefer all children to be potty trained, we can deal with the occasional 'accident', so long as you have provided appropriate nappies and/or pull-ups. Where a child regularly soils themselves within a session, we will contact the parents. Additionally, we are happy to give advice with potty training.

Exceptions can always be made for children with additional needs – please ask.

Clothing they can cope with themselves enables children to learn independence particularly when using the toilet. There are bound to be occasional 'accidents' and we keep a supply of spare clothes. If your child comes home wearing playgroup clothes, please wash and return them as soon as possible.

## **Toys**

Every effort will be made to supply toys, which will:

-  Be of high quality, educational and appropriate to the ages and stages of development of the children.
-  Be sufficient to enable each child to participate in quality activities.
-  Offer variety and self-selection without discrimination.
-  Offer challenges to developing physical, social, personal and intellectual skills.

Painting, play dough and drawing/writing are available at most sessions; other toys are offered as part of a rota.







We have physical play, a group story time and singing at each session.

Remember we prefer children not to bring in their own toys – so please try to avoid this where possible. (*See section entitled: Settling in*)

## Lost or Abandoned Children

It is the policy of the playgroup to protect children while they are with us and to ensure that they always leave our care with authorised person(s).

In the highly unlikely event of a child being lost while attending the group, the following steps shall be taken:

-  A senior staff member will be alerted immediately
-  Enquiries will be made as to where/when the child was last seen
-  A full search will be made of the premises and the immediate vicinity with as many staff as possible – in such cases at least one member of staff will remain with other children in care
-  If the child is not found the parents/carers will be contacted immediately. The Police will also be contacted, to gain advise on the next steps
-  The search will continue (unless the Police advise otherwise), covering a wider area, and if possible, parents/carers kept updated via mobile phone
-  Following the event, incident forms will be completed and CIW will be informed within 14 days, a full review of the situation will also be undertaken to prevent this from happening again

We should like to emphasise that this has NEVER happened, within our playgroup settings.

If a child has not been collected after the playgroup has closed, we will ensure that at least two members of staff remain to supervise the child. Every effort will be made to contact the parents/carers or other emergency contacts.

In the event of us being unable to contact anyone listed on the registration form, and the child remaining uncollected 1 hour after the session has ended, we will need to implement our safeguarding and child protection policy and contact a Social Services Duty Officer, or the Police. The action we take following this will based on the advice given, but at no time will your child be left on their own. Additionally, we will inform CIW within 14 days.







**Please note:** For children who are regularly collected more than ten minutes late we reserve the right to charge child-minding fees of £5.00 per half hour or part thereof. We will warn you verbally after four late collections, if the lateness persists, we will give a written warning stating when the charges will begin.

## Behaviour and Discipline

Appropriate behaviour and positive discipline are essential to ensure the smooth and safe running of the group.

We aim to work with parents/carers in providing the foundation for the development of morals and values, whilst advocating acceptable behaviour in children.

Adults involved in the group are aware of their role in promoting appropriate behaviour and will:

-  Act as role models by showing consideration, respect and good manners to, and for, others particularly the children.
-  Provide situations where everyone can enjoy freedom without threatening the enjoyment of others.
-  Be able to differentiate between deliberate and accidental occurrences and be aware that there may be underlying problems when unacceptable behaviour occurs.
-  Understand age/stage appropriate behaviour.
-  Be positive, constructive and fair, rewarding and praising appropriate behaviour and encourage children to develop self-discipline.
-  Use suitable language and establish eye contact when talking to the children.

The group will particularly encourage sharing, turn taking and consideration for others. Staff will be encouraged and regularly reminded to provide a consistent and positive attitude towards discipline.

Bullying is never acceptable and persistent challenging behaviour is not tolerated.

We will reward appropriate behaviour using praise and rewards such as stickers and behaviour incentives. We will express disapproval of unwanted behaviour by facial expression, body language and tone of voice. We will condemn the behaviour and not the child. In such cases we may use a 'Thinking Spot' where a child is taken away from the group for a short period (on no account will they be left on their own).

If unacceptable behaviour persists the child will be taken to another part of the room for a short "timeout". If negative behaviour is sustained and/or repeated or if another child is hurt, parents/carers will be informed and methods of promoting positive behaviour will be discussed.

A child will only be physically restrained if they threaten the safety of other children, adults or themselves.

In the case of inappropriate behaviour continuing, despite discussion with parents/carers a child may, in extreme cases, be excluded from the group, temporarily or permanently. Such action would only be taken as a last resort to protect other children and to preserve their right to enjoy the activities of the group without fear of others.

Children will **never** be smacked, shaken, humiliated, ridiculed, threatened, left in isolation or made to feel unwanted or undervalued, and to date this has never happened.

## Equal Opportunities

As a member of Wales PPA, Butterflies Playgroup is fully committed to the active promotion of equality of opportunity for children and their families. The group will ensure that all children are respected and their individuality and potential recognised, valued and nurtured. Any discriminatory remarks or behaviour will be challenged, and children will be encouraged to understand the effects of any such remarks or behaviour.

Books, posters and all resources will be checked regularly to ensure, wherever possible, they positively and accurately reflect the cultural and physical diversity of our society. Boys and girls will have the opportunity, and be encouraged, to participate in **all** activities.

Children will be offered activities to give them the opportunity to explore acknowledge and value similarities and differences between themselves and others, additionally children will be encouraged to explore cultures and faiths other than their own. Please remember (see section on Faith) that our Playgroup operates in a building that practises the Christian Faith, for this reason we may on occasions say a short prayer before our snack time and that children may be involved in activities or taken to areas of the Church building.

## Child Protection Policy and Procedures

Our designated Child Protection Officer is Mrs Rachelle Kelly-Morgan and the Deputy is Mrs Gaynor Board. All staff have undertaken Child Protection training and we ensure that this is updated at least every 3 years.

It is our policy to create an environment in which children are safe from harm and abuse, in which the welfare of the child is paramount, and any suspicion of abuse is responded to promptly and appropriately.

Within the group, adults will be registered as “fit” persons under the guidelines set out by the Care Inspectorate Wales before being allowed to supervise children unaccompanied.

The group will ensure that all staff and volunteers have knowledge of, and access to the “Area Child Protection Guidelines”. Staff will be encouraged to attend Child Protection training sessions to enable them to recognise signs of abuse.

Whenever worrying changes are observed in a child’s behaviour or physical condition, or if there is an injury, a confidential record will be set up. The record will include observations of the child’s behaviour and/or appearance without comment or interpretation. Exact words spoken by the child may also be recorded, timed, dated and signed by the recorder. Such records will be kept confidential.

The group will operate within the local authority guidelines. Confidential records kept on children about whom there is concern will be shared with the Cardiff CAP Team if adequate explanations for the child’s condition have not been provided, or if the Cardiff CAP Team requests access.

If there are grounds for suspecting abuse parents will normally be the first point of contact. Any concerns will be reported to Cardiff CAP Team and/ or Police as appropriate. All adults involved with the group are reminded that they **must** report any suspicions of abuse immediately. All such suspicions, investigations or referrals will remain confidential. Where abuse is suspected at home or elsewhere, the group will continue to welcome the child and family whilst investigations proceed. Confidential records on a child will be shared with the child’s parents.

The group will do all in its power to build trusting and supportive relationships between families, staff and volunteers within the group. We will do all we can to support and work with the child’s family and we believe the care and safety of the child are paramount at all times.

## **Useful Phone Numbers**

Cardiff County Council Children's Care Services	029 2053 6490
Emergency Duty Team	029 2078 8570
South Wales Police Child Protection Unit	029 2052 7272
South Wales Police Domestic Violence Helpline	029 2052 1212
NSPCC Emergency Helpline	0808 800 5000

## **Confidentiality**

We take and record personal information regarding your child and yourselves, this is a requirement of CIW. This information will be both paper based and electronic. We will endeavour to keep this information secure and confidential and process it in line with Data Protection and the General Data Protection Regulations. Following your child's last day in our setting such records will be kept for a minimum of 3 years; in some cases (where our insurers stipulate) these records may be kept for longer.

If your child has had an accident during their time with us, records relating to this maybe kept for up to 21 years after they have left – this is a requirement of insurance companies.

In all cases, you and your child's records are always made available for inspection by CIW at their request.

The group's work with children and families will sometimes bring contact with confidential information. To respect such confidentiality parents/carers will only have access to files or records relating to their own children. Staff should not discuss children with anyone other than the parents/carers of that child, without their permission.

We encourage parents/carers to share any personal or family information that may affect their child's physical or emotional well-being. Any information will be recorded and treated as confidential and only discussed with other staff and/or relevant professionals with parents/carers permission; unless we felt that the welfare of the child is at risk.

The safety and welfare of the child will be of paramount importance.

## **Progress Records**

The progress of children may be assessed by observation and recorded. These records are available for discussion with parents/carers at any time. Records will not be made available to any third party without prior consultation with parents/carers.

Parents/carers are encouraged to discuss their child's individual needs and preferences and/or their progress in the group, either with their key worker or the group leader. This can be done at arrival or at collection time. Please consider that these times are important times for us to ensure a safe handover and we may not always have sufficient time to immediately deal with any such requests. It is, therefore, advisable to try and make a mutually convenient appointment.

## **Additional Needs**

The group welcomes children with additional educational, emotional, social or physical needs, and will, as far as is possible, adapt its activities to fully include all children.

Unfortunately, the premises are not accessible to all due to stairs, but staff will be happy to provide assistance wherever possible.

The group will have regard to the Department for Education Code of Practice (2002) on the Identification, Assessment and Education of children with Special Educational Needs. It aims to provide a welcome with appropriate learning opportunities for all children (and adults). The group will co-operate with and seek the advice and support of the Referral Scheme and all relevant agencies, while respecting the rights of children and their families at all times.

Staffing arrangements and equipment will be reviewed, in partnership with other relevant parties, to meet the individual requirements of children with additional needs whenever reasonable.

## **Concerns**

The group welcomes all children and their families and by working in partnership with parents/carers aims to provide a warm, caring environment where children can learn and develop as they play.

If a parent/carer feels any concern regarding their child or the group in general they should feel free to discuss this at any time, with the group leader or deputy. In the unlikely event that after discussion you do not feel satisfied that the problem has been resolved you will be offered a complaint form for completion and return. All complaints will be treated seriously, and appropriate action taken within 14 days. If required by either party a Wales PPA representative will be invited to act as a mediator. If necessary, the timescale of 14 days may be extended with the agreement of the complainant.

If your complaint is about either of the group leaders, or if you feel more comfortable to do so, you may approach the groups Deputy – Danielle Blackshaw.

Please note: The group will stop investigation of any complaint if asked to do so by CIW, and the complainant will be notified. We will keep a record of all complaints and their resolutions with this record being made available to CIW.

You may also put your complaint in writing to Care Inspectorate Wales at:  
Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ. Tel 0300 790 0126

***Thank you for reading.***

## Contact Names and Telephone Numbers

<b>Group Contact</b>	Mrs Rachelle Kelly-Morgan (Owner/Manager) Mrs Gaynor Board (Owner/Manager) Email: enquiries@butterfliesplaygroup.co.uk	077 4317 6015
<b>Premises Contact</b>	Albany Road Baptist Church Hall Albany Road, Roath, Cardiff, CF24 3NU	029 2049 3430

## Care Inspectorate Wales

The playgroup is registered with C.I.W. Registration No: W10000884

A copy of the group's latest inspection report is available in playgroup or may be accessed online at [www.ciw.wales.gov.uk](http://www.ciw.wales.gov.uk) or on our website: [www.butterfliesplaygroup.co.uk](http://www.butterfliesplaygroup.co.uk). Please ask if you would like to see them, or if you need further clarification on any matters raised in this leaflet.

A full copy of the group's policies and procedures is available in playgroup.

## CIW Contact Details

Welsh Government Buildings, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ.  
Tel 0300 790 0126 [www.ciw.wales.gov.uk](http://www.ciw.wales.gov.uk)