



MAGPIES WEST

Information for Parents and Carers

The Breakfast Club and After School Club here is run by Magpies Kidlington Limited, a company 'limited by guarantee' meaning that any surplus goes back into improving the services we provide.

Magpies also run a Breakfast Club and After School Club at Edward Feild School, and at North Kidlington School, as well as Magpies Preschool, Kidlington Playschool and a Holiday Club.

The Manager here is Eve and there is a notice displayed inside giving you information about the staff, who are all trained, and committed, and should be able to answer any enquiries you have, so please do ask.

You can contact Eve and the setting on 07773 748748 or by email west@magpies.info. We have a landline coming.

If you want to contact the Directors, Ian and Marion Jackson, with any questions or concerns we are happy to talk to you. Email contact@magpies.info or ask any member of the team to arrange for us to contact you.

www.magpies.info

Concerns and Complaints

Magpies welcome suggestions on how to improve our settings and will give prompt and serious attention to any concerns you may have. We would expect that most concerns will be resolved quickly by talking to a member of staff or the Manager. Everyone will do their best to help.

If, for any reason, you are unable to resolve your concerns this way then the Directors would be delighted to be given the opportunity to help if we can. Any member of staff will arrange a meeting or put you in touch. For clarity, you may want to put your concern(s) in writing.

We would hope to complete an investigation and inform you of the outcome within 7 working days, but in the event of an unavoidable delays (if a member of staff is on holiday, for example) we will write to you to explain why, within 7 days.

We will always complete our investigation as quickly as possible and keep you fully informed and ask that you allow us the opportunity to finish our investigations.

In the unlikely event that we are unable to resolve your concerns you can talk to Ofsted. Users may approach Ofsted directly at any time. Ofsted are the registering and inspection body who ensure that the Safeguarding and Welfare requirements of the Early Years Foundation Stage are adhered to.

Call Ofsted on 0300 123 1231