

CUSTOMER CARE DOCUMENT REFERENCE LIST

All of these documents can found in BØRN MANAGER

Area	Form Number	Documents
CC1 Customer Complaints	CC1.0	Complaints Policy & Procedure
	CC1.1	Record of Complaint Form
CC2 Child Welfare	CC2.1	Babies & Toddlers Welcome Pack
	CC2.1	Pre-School Welcome Pack
	CC2.2	Settling in Policy
	CC2.3	Key Person Policy
	CC2.4	Key Person Procedure
	CC2.5	Key Person Form
	CC2.6	Key Person Audit
	CC2.7	Daily Diary
	CC2.7a	Daily Diary Cover Sheet
	CC2.7b	Daily Diary Back Cover
	CC2.8	Daily Room Log & Communication Sheet Under 3's
	CC2.9	Daily Room Log Over 3's
	CC2.10	Out Of School Club Daily Log
	CC2.11	Child Information Chart
	CC2.12	Incident Record
	CC2.13	Incident Record Tracker
	CC2.14	Individual Support Plan
	CC2.14a	Staff Expectations of Children - 1-2yrs
	CC2.14b	Staff Expectations of Children - Toddlers
	CC2.14c	Staff Expectations of Children - Pre-school
CC2.14d	Staff Expectations of Children's Behaviour - Club	
CC2.15	Routines within Routines Expectations Outdoor Play	
CC2.16	Supporting Transitions	
CC2.17	Toilet Training Poster	
CC2.18	Child Attendance Record	
CC3 Inclusion	CC3.0	SEND CODE of Practice January 2015
	CC3.1	Equality & Diversity Policy & Procedure
	CC3.2	Special Educational Needs & Disability Policy
	CC3.2a	Role of the SENCO
	CC3.2b	SEN Register
	CC3.2c	SEN Monitoring Observation
	CC3.2d	SEN Parents Meeting
	CC3.2e	SEN Summary Sheet
	CC3.2f	Targeted Support Sheet
	CC3.2g	Our Special Educational Needs Co-ordinator Poster
	CC3.3	Aspergers Syndrome Fact Sheet
	CC3.4	EAL Strategy
	CC3.5	Self-Regulation Policy
	CC3.6	Self-Regulation Procedure
CC3.7	Self-Regulation Support Plan	
CC4 Social Events	CC4.0	Graduation Overview
	CC4.1	Graduation Certificate
	CC4.2	Parents Evening
	CC4.3	Parent Evening Appointment Master Sheet

Area	Form Number	Documents
CC5 Customer Experience	CC5.0	Customer Relationship Management Policy
	CC5.1	Building our Family & Community
	CC5.2	Building our Service
	CC5.3	Building our Quality
	CC5.4	Sales Process Guidance
	CC5.5	Sales Enquiry Process
	CC5.6	Telephone Answering Process – Sites
	CC5.6a	Telephone Answering Process – Head Office Enquiries Line
	CC5.7a	Sales Enquiry Form
	CC5.7b	Parent at Door Enquiry Form
	CC5.8	Contents of a Sales Pack
	CC5.8a	Sales Enquiry Letter
	CC5.8b	Sales Enquiry Letter Walk in
	CC5.8b	Sales Enquiry Letter Walk in – Covid Restrictions
	CC5.8c	Sales Enquiry Letter OSC
	CC5.9	Child Visit & Starting Record
	CC5.9a	Child Visit Tips Sheet
	CC5.10	Sales Follow Up Letter
	CC5.11	Thank You Confirmation Letter
	CC5.12	Newsletter Template
	CC5.13	Enquiry Entry Process onto Nursery Management Software
	CC5.14	Registration Process onto Nursery Management Software
CC6 Customer Surveys	CC6.0	Survey Schedule – What When Who
	CC6.1	Survey Tracker
	CC6.2	One Month Customer Survey (Manual)
	CC6.2a	One Month Customer Survey (Polish)
	CC6.3	Annual Nursery Parent Questionnaire (Manual)
	CC6.4	Annual OSC Parent Questionnaire (Manual)
	CC6.5	Children’s Questionnaire Procedure
	CC6.6	Annual OSC Children Questionnaire
	CC6.7	Annual Pre-school Questionnaire
CC7 Additional Sales	CC7.0	Photography Guidelines
	CC7.1	Photography Appointment Master Sheet
	CC7.2	Photography Checklist
CC8 Marketing	CC8.0	Marketing Strategy & Procedures
	CC8.1	Marketing Calendar
	CC8.2	Parent Referral Form
	CC8.2a	Recommend a Friend Referral Process
	CC8.2b	Referral Confirmation Letter
	CC8.4	Visit Mystery Shopper Questionnaire
	CC8.5	Press Release Guidance
	CC8.6	Press Release Template
CC8.7	Wordpress & Social Media Posts Process	
CC9 Supporting Parents	CC9.0	Parents as Partners Policy
	CC9.1	What to Expect in the EYFS 2021
	CC9.2	Access to Information & Confidentiality Policy



Area	Form Number	Documents
	CC9.3	Admissions & Waiting List Policy
	CC9.4	Missing Child Procedure
CC10 Strategic Vision	CC10.0	Vision & Mission Statement
	CC10.1	Quality Values
	CC10.2	Quality Values Poster
	CC10.3	Strategic Planning
	CC10.4	Vision Traction Document Template