

Partnership with Parents and Carers

The staff team is committed to working in partnership with parent/carers to provide a high-level quality care and safe and stimulating play opportunities for children.

The Club aims to achieve this by:

- Ensuring that all parents/carers are made to feel welcome and valued in all dealings with the Club
- The club staff will allow for parent and carers to be involved in settling their child in to the Club
- Ensuring that the Club always listens to parent/carers concerns whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club
- Making every effort to print information about the club in different languages and brail where necessary. Sign language and interpreters will be used where required
- Developing a pledge to parents/carers, which outlines what they can expect from the Club. This pledge will be given to every parent/carer when their child starts at the Club. A copy will also be posted up in the Club's premises
- Developing a termly newsletter that highlights special events and shares information that may impact on the Club, such as change of staff, new legislation
- Records and information will be made available to parents on written request, unless subject to an exemption e.g. if an investigation is in process by the police or other statutory agencies
- Ensuring that the Club's policies and procedures are made available to parents/carers on request
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the play and activities that are provided for their children
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering. Meetings will be arranged to enable all parents to attend, taking into consideration timing, notice, venues etc
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively according to the Complaints Procedure policy
- Encouraging parents/carers to undertake supportive roles in the Club, such as volunteering or participating, visits or outings
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

This policy was adopted at a meeting of

Burrowmoor Out of School Club

Held on (date)

Signed on behalf of the Management Committee/Proprietor

Role of signatory (e.g. chairperson etc.)

This policy was reviewed on

(date)

continue as necessary

(date)