

26: Partnership with Parents and Carers Policy

Our club recognises that parents/carers play the fundamental role in a child's development. The club therefore encourages and facilitates the involvement of parents/carers in every aspect- from planning and design to ongoing development and organic growth.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating learning and play experiences for their children and ensure that the parents/carers have the opportunity to participate as partners in the care and play opportunities of their children.

The club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued at all times.
- Ensuring that parents/carers are welcome to visit at any time.
- Ensuring that staff consult with parents/carers when planning and implementing policies.
- Offering parents/carers opportunities to contribute to and participate in children's play experiences, planning, festivals and all events.
- Ensuring parents/carers have access to their child's records on request unless it is subject to investigation by the police or other statutory agencies.
- Providing parents with regular information about activities undertaken by the children, for example, through wall displays and other examples of work.
- Informing parents about the registration system for the compulsory and/or voluntary parts of the childcare register.
- Ensuring that parents/carers are informed of the settings policies, procedures guidelines and expectations. Refer to Parent/Carer Contract and Consent Forms.
- 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.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Compliments and Complaints policy.
- Encouraging parents/carers to help in the running of the club, including becoming involved in its management committee.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work setting. This may include a periodic 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, by email, the website and through our booking system.
- Compliments and Complaints policy will be displayed at all times.

A pledge to parents/carers, which will outline what they can expect from the club is included in the booking information which is sent to every parent/carer when their child starts at the school and on the club website. A copy will also be posted up in the club's premises.

In case of an emergency, parents/carers are asked to contact the club on the emergency contact:

07756 713525 or manager@tclub6.org.uk