



## **PARTNERSHIPS WITH PARENTS AND CARERS**

**Our Club recognises that parents/carers play a fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and Parents/Carers.**

The staff team is committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Club aims to achieve this by:

- Ensuring that Parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that the Club always listens to parents/carers concerns whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to an investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request/on our website
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they may be encountering, at Creative Kidz we allocate every family of a child under the age of 5 yrs a key person to act as point of contact for this purpose, for older children this will be available on request.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the Club, such as volunteering or participating in activities, 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 survey.
- Keeping parents/carers informed of any changes within the operation of the Club, we do this either by putting information on our website, in our newsletter, or we may invite parents into a meeting to discuss alterations such as to opening times.

**Relates to EYFS Theme –A Unique child**

**Principle 2.2 Keeping Safe**

**EYFS Theme - Positive Relationships**

**Principle 2.4 Key Person**

**EYFS Theme-Enabling environments**

**Principle 3.1 Observation, Assessment and Planning**

**Principle 3.4 The Wider Context**

9th June 2009