



ROCKS AND PEBBLES LTD



Rocks and Pebbles Partnership with Parents and Carers Policy

**Date: February 2020
Review Date: February 2021**

Partnership with Parents and Carers

Rocks and Pebbles recognise 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 parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. Rocks and Pebbles aim to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the club.
- Ensuring that parents/carers concerns are always listened to by the club whenever they are raised. The manager will ensure that parents/carers receive a prompt response from the club.
- 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 Rocks and Pebbles. A copy will also be posted up in the clubs premises.
- Making all information and records held by the club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that Rocks and Pebbles policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on Rocks and Pebbles policies and procedures and consulting them on a regular basis about the activities that are planned and 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.
- 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 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 fees levels.

This policy was adopted by: Rocks and Pebbles	Date: February 2020
To be reviewed: February 2021	Signed: