

### Partnership with Parents and Carers Policy

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

**The club will aim 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 parents and carers to be involved in settling their child into 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 every effort to print information about the club in different languages and brail where necessary. All reasonable efforts will be made to use sign language and interpreters where required
- Issuing a termly section in the school newsletter that highlights special events and shares information that may impact on the club such as change of staff, new legislation.
- Making records and information available to parents/carers on written request, unless subject to an exemption eg. 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 on written 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/ren and any problems that they might be encountering. Meetings will be arranged on request to enable all parents to attend, taking into consideration timing, notice, venues etc
- Ensuring that any complaints are dealt with swiftly and effectively in line with the Complaints Policy
- Encouraging parents/carers to help in the running of the club, including becoming involved in its management committee where appropriate and subject to full DBS checks
- **Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the club. This will include a regular 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

**Wilburton Out of School Club**

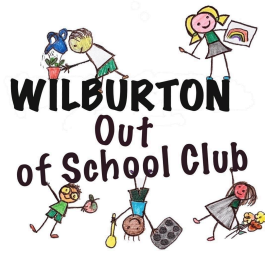
Held on

Signed on behalf of the Management  
Committee / Proprietor

Role of signatory (Chairperson)

This policy was reviewed on

**Wilburton Out Of School Club**  
**Charity No. 112801**



**Partnership with Parents and Carers**