



The Alphabet Before, After, and Holiday Club

Charity No: 1089318

Partnership with Parents and Carers Policy (#21)

The Alphabet Club recognises that parents/carers play the 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. 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 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.
- Monitoring all information that is given to parents/carers to ensure all information is current and up to date.
- 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 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 activities that are planned and provided for their children. This is through meetings with parent Trustees.
- 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.
- Encouraging parents/carers to help in the running of the Club, including becoming involved in its management committee where appropriate.

- 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 on

Signed on behalf of the Club

Signed on behalf of the Trustees

Date of Review

