

Badger Club Policy 20 - Partnership with Parents and Carers

At The Club we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

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.
- 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.
- Producing a newsletter to keep parents up to date with news, events, new staff
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc)
- 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.
- 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.