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Partnership with Parents and Carers Policy

The Athelstan Nursery 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 setting 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 setting aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the setting.
- Ensuring that parents' /carers' concerns are always listened to by the setting wherever they are raised. The Manager will ensure that parents/carers receive a prompt response from the setting.
- Making all information and records held by the setting on a child available to their parents, carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the setting's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the setting's 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 the parents/carers are dealt with swiftly and effectively in accordance with the provisions of the complaints procedures policy.
- Encouraging parents/carers to undertake supportive roles in the settings, 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 setting. This will include an annual satisfaction survey.

- Keeping parents/carers up to date with any changes in the operation of the setting, such as alterations to the opening times or fee levels.

Nursery Manager: _____ Trustee: _____

Policy Date: _____ Review Date: _____