



## Parent's as Partners Policy

Pipers aims to provide a happy, loving and secure environment for the children, until the children's parents/carers resume responsibility for them.

Parents/carers may discuss the progress of their child with a member of staff at any time. Parents/carers are kept informed of events at the Setting through newsletters and notice boards.

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 Setting's 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 whenever 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 we will consult them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities, such as parent's evenings, 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 Setting, such as volunteering or participating in activities.
- Providing parents/carers with formal, and if necessary, confidential means to comment on the work of the Setting. This will include an annual questionnaire 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.
- We aim to encourage Parent's/Carer's to be involved in activities by bringing/finding things from home with their child. If a parent/carer has a particular hobby or skill that would be of interest to the children, we welcome them to come to the Setting to give a presentation/demonstration to the children.