

Partnership With Parents & Carers



PopSOC recognises that parent/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 parent/carers. PopSOC understands the importance of partnerships with the parents to provide a much-needed and well-tailored childcare programme for their children.

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 parent/carers are made to feel welcome and valued in all dealings with PopSOC
- ∇ Ensuring that parent/carers' concerns are always listened to by PopSOC whenever they are raised. The Manager will ensure that parent/carers receive a prompt response from the club.
- ∇ Developing a mission statement to parent/carers which outlines what they can expect from PopSOC. This statement is kept with PopSOC's policies. A copy will also be posted up in the club's premises.
- ∇ Making all information and records held by PopSOC on a child available to their parent/carer, unless they are subject to investigation by the Police or other statutory agencies.
- ∇ Ensuring that PopSOC's policies and procedures are made available to parent/carers on request.
- ∇ Encouraging parent/carers to comment on PopSOC'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 parent/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.

- ∇ Ensuring that any complaints from parent/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Policy.
- ∇ Encouraging parent/carers to undertake supportive roles within PopSOC, such as volunteering or participating in activities, visits or outings.

- ∇ Encouraging parent/carers to help in the running of the club, including becoming involved in its Management Committee where appropriate.

- ∇ Providing parent/carers with formal and, if necessary, confidential means to comment on the work of the club.

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

Policy written January 2009

Policy agreed