

Inverbrothock out of school care club

Charity Number: SC030097

Partnership with parents and carers

The Inverbrothock Out of School Care Club team are committed to working in partnership with parents/carers to provide a high-level quality of care and safe and stimulating play opportunities for children.

The club will aim to achieve this by:

- Ensuring that all parents/carers are made to feel welcome and valued within the club
- The club staff will allow for parents and carers to be involved in settling their child into the club
- Ensuring that the staff always listen to parents/carers concerns whenever they are raised
- Developing newsletters that highlight special events and share information that may impact on the club, such as change of staff, new legislation and new policies
- Records and information are available to parents on written request, unless subject to an exemption e.g. if an investigation is in process 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 comment on the club's policies and procedures and consulting them on a regular basis about the play and activities that are 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. Meetings will be arranged to enable all parents to attend, taking into consideration timing, notice and venue's etc.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively according to the complaints procedure policy
- Encouraging parents/carers to help in the running of the club, including becoming involved in its management where appropriate

- Providing parents/carers with formats and if necessary confidential means to comment on the work of the club.
- Keeping parents/carers up to date with any changes in the club, such as fee changes etc.

The above policy is approved and hereby adopted by the IOOSCC Committee

Updated January 2021.