



Chew Stoke Out of School Club

Partnership with Parents and Carers

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' and 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.
- Encouraging parents/carers to comment on the Club's policies and procedures.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child 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 help in the running of the Club, including becoming involved in its board of trustees where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fees.
- Making copies of the complaints procedure available to parents on request.