

Fernheath Play

28: Partnership with Parents and Carers

Fernheath Play 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 centre and parents/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 centre aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with Fernheath Play.
- Ensuring that parents'/carers' concerns are always listened to by the centre whenever they are raised. The centre manager will ensure that parents/carers receive a prompt response from the Fernheath.
- Working with parents to support their children. This involves sensitive observational assessment – based on the EYFS principles.
- Providing parents with regular information about activities undertaken at the centre, for example, through wall displays, on the website in newsletters and other examples of work.
- Making all information and records held by the centre on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the centre's policies and procedures are made available to parents/carers on request. Also, making copies of the complaints procedure and safeguarding procedures available to parents.
- Encouraging parents/carers to comment on the centre's policies and procedures and consulting them on a regular basis about the activities that are available and provided for their children.
- 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 centre, such as volunteering and fundraising or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the centre, including becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the centre. [This will include an annual satisfaction survey.](#)
- Keeping parents/carers up to date with any changes in the operation of the centre, such as alterations to the opening times or membership fees.

Accepted and approved by Management Committee

Date.....

Signed by.....