

## WORKING IN PARTNERSHIP WITH PARENTS POLICY

At Kidsize Club Ltd. we make it our priority to work in partnership with parents.

We aim to keep parents informed by:

- Inviting parents to visit the Club before their children start. This is an open offer to parents.
- Giving all parents a copy of our Parents Handbook which outlines how the club operates and includes contact details.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a termly newsletter as well as other regular updates on our blog you can **find at [www.kidsizeltd.com/blog](http://www.kidsizeltd.com/blog)** to keep parents up to date with news, events, new staff, etc.
  - For extremely important information such as changes to fees, we will email all parents directly.
  - Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Communicating with parents daily about their child's time at the club and any development updates or if specific needs are identified.
- We have started using the app SeeSaw to communicate with parents and share photos/videos of their children engaging in activities at club. This app can be used for communication about absences, suggestions or concerns also (02/02/2022)

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the Registration and Medical forms).
- We involve parents in settling their children in at the Club, if required.
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.).
- We issue termly Feedback Forms to parents and children at the Club to gain regular feedback.
- All of our staff wear uniform so that children and parents can easily identify them.
- We always seek and obtain parental permission for photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.

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