

WORKING IN PARTNERSHIP WITH PARENTS POLICY - OUT OF SCHOOL CLUB

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.
- Making all of our policies available on our website for parents to consult whenever they like. There are QR codes in the setting that parents can scan to access the website.
- Sending termly newsletters 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.
- Using the app Cheqdin 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.
- Hosting open days / events to include parents within the setting
- Sharing information on parent display boards

We actively welcome parents and invite their input into the Kidsize 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 at Kidsize.
- We consult fully with parents to establish the care requirements for children with additional needs and complete regular partnership reviews.
 - We greet all parents when they arrive to drop/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 uniforms 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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By: Jenna Millar