



## **Policy ... Partnership with Parents and Carers**

Newby Fun Factory recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership.

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 Fun Factory aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Fun Factory.
- Ensuring that parents'/carers' concerns are always listened to by the Fun Factory whenever they are raised. The Team Leader will ensure that parents/carers receive a prompt response from the Fun Factory.
- Developing a pledge to parents/carers, which outlines what they can expect from the Fun Factory. This pledge will be given to every parent/carer when their child starts at the Fun Factory. A copy will also be posted up in the Fun Factory's premises.
- Making all information and records held by the Fun Factory on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Fun Factory's policies and procedures are made available to parents/carers on request.
- Consulting parents/carers on a regular basis about the activities that are planned 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 Fun Factory, such as volunteering or participating in activities, visits or outings.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Fun Factory via the MD.
- Keeping parents/carers up to date with any changes in the operation of the Fun Factory, such as alterations to the opening times or charges.

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