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**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** 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 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.