**KNIGHTWOOD KID CLUB**

 **OFSTED REGISTRATION NUMBER 110551**

 **CHARITY NUMBER 1081786 – KIDS CLUB NETWORK 4734**

 **C/O KNIGHTWOOD PRIMARY SCHOOL, BELLFLOWER WAY,**

 **CHANDLERS FORD, HAMPSHIRE, S053 4HW**

 **PARTNERSHIP WITH PARENTS & CARERS**

**Knightwood Kids Club recognises that Parents/Carers play a fundamental role in a child’s development and this should be acknowledged as the basis for a partnership between the club and the parents/carers.**

**KKC Committee and the staff team are committed to working in partnership with parents/carers to provide high quality, safe and stimulating care. Learning and play opportunities for children. The club aims to achieve this by:-**

* **Ensuring that parents/carers are made to feel welcome and valued in all dealings with the club.**
* **Ensuring that parents’/carers’ concerns are always listened to by the club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the club.**
* **Working with parents/carers to support their children. This involves sensitive observational assessment – based on the Early Foundation Stage Principles. The club will identify the learning need of each child and respond accordingly.**
* **Providing parents with regular information about activities undertaken by the children, e.g through wall displays, photos, video etc.**
* **A pledge to parents/carers, which will outline what they can expect from the club will be given to every parent/carer when their child starts at the club, in the form of Knightwood Kids Club Parent Information Pack. A copy will be available on the club’s premises.**
* **Making all information and records held by the club on a child made available to their parents/carers, unless it is subject to investigation by the Police or other statutory agencies.**
* **Ensuring that the club’s Policies & Procedures are made available to parents/carers on request.**
* **Encouraging parents/carers to comment on the club’s Policies & Procedures and consulting them on a regular basis about the activities that are planned and provided for their child/children.**
* **Discuss their child’s/children’s progress and any problems that they might be encountering.**

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* **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 club, such as volunteering or participating in activities, visits or outings.**
* **Encouraging parents/carers to help in the running of the club, including becoming involved in the Management Committee where appropriate.**
* **Providing parents/carers with formal and if necessary, confidential means to comments on the work of the club. This will include satisfaction surveys.**
* **Keeping parents/carers up to date with any changes in the operation of the club, such as alterations to the opening times or fee levels. (by a single subject letter or a half termly newsletter or email from Magenta**
* **Making copies of the Complaints Procedure available to parents/carers on request.**

**FURTHER GUIDANCE**

* [**www.4children.org.uk**](http://www.4children.org.uk)

**POLICY START DATE …………………………………………….. 1ST September 2000**

**POLICY REVIEWED DATE ……………………………………… 23rd August 2015**

**POLICY REVIEWED DATE JANUARY 2024**