



## Culham After School Club

### Policies and Procedures

#### Partnership with Parents and Carers

---

**Culham After School Club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and parents/carers.**

The staff team is 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.
- Maintaining a dialogue with parents to improve the Club's knowledge of the needs of their children and to support their families;
- Informing all parents about how the Club is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them;
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Owner will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints policy.
- Encouraging parents/carers to undertake supportive roles in the Club, such as volunteering or participating in activities, visits or outings.



## Culham After School Club

### **Policies and Procedures**

- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club.
- Informing parents of the date of an inspection, where Ofsted has notified the Club in advance.
- Ensuring parents are provided with copies of the inspection report within 5 working days of receiving the report
- 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.

In compliance with the welfare requirements, the following documentation is in place:

- written information about the Club, for example its admissions policy, hours, contact information, staffing, routines;
- complaints policy;
- complaints log; and
- activities provided for children.

Reviewed August 2016