



## Partnership with Parents Policy

### Rationale

Clarendon Children's Centre is committed to the principles of 'Every Child Matters' and will work with parents to ensure children are safe, achieve well and live positive and healthy lives.

Clarendon Children's Centre will provide appropriate opportunities for early education, information and advice to support parents. And will ensure that parents are involved in all aspects of the Centre's work and have access to relevant documentation outlining the policies and practices of the Centre.

Clarendon Children's Centre has written this policy to ensure that best practice and procedures are carried out at the Centre. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

### Aims

- **Clarendon Children's Centre** will ensure that parents will feel valued and respected in all of their dealings and communication with the Centre.
- **Clarendon Children's Centre** will develop a strong partnership between home and the Centre based on respect, trust, transparent working and honesty.
- **Clarendon Children's Centre** will value the contribution that parents have to make to their child's development and to Clarendon Children's Centre.

### Implementation of the Policy

1. **Clarendon Children's Centre** will ensure that parents and carers always feel welcome and valued at the Centre.
2. **Clarendon Children's Centre** will operate an open door policy welcoming parents at anytime. Staff members will be polite, respectful and courteous to parents and carers at all times.
3. **Clarendon Children's Centre** will ensure that parents' or carers' concerns are listened to, taken seriously and treated sensitively by the Centre.

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1

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4. **Clarendon Children's Centre** will ensure that parents or carers receive a swift response from the Centre either verbally or in writing to any issues or concerns they have raised.
5. **Clarendon Children's Centre** will follow the legal requirements of the Freedom of Information Act by ensuring all information and records held by the Centre are made available to their parents or carer upon request, and in accordance with the Centre policy.
6. **Clarendon Children's Centre** will ensure that copies of the Centre's policies and procedures are available to Centre users upon request to the Centre Manager.
7. **Clarendon Children's Centre** will display the weekly programme of activities in the centre and on the website.
8. **Clarendon Children's Centre** will deal with complaints by parents and carers according to the Centre's Complaints Policy.
9. **Clarendon Children's Centre** will ensure that complaints made by parents or carers are investigated thoroughly and as quickly as possible.
10. **Clarendon Children's Centre** will ensure that any changes to Centre policies and procedures will be communicated to the parents via the newsletter, displays and website.

### **Information Available to All Parents**

***The following information will be available for all parents on the Parents Information Board and Folders which are kept in the Centre Office.***

- 1) The range and nature services and activities available at the Centre.
- 2) The timetable of activities for the day.
- 3) Members of staff on duty at the Centre.
- 4) Policies and procedures.
- 5) Details of Child Protection Liaison Officer -Tanya Dakin, Headteacher. Graham Coldman Chair of Governors', Sue Burgess Children's Centre Manager

### **New Parents and Carers Induction Process**

All new parents and carers must register at the centre and upon doing so will be given an induction pack which contains the following information;

1. Welcome Brochure to the Centre written by the Centre Manager.
2. Example of activities offered at sessions.

### **Dealing with Complaints**

- The Centre Manager will deal with complaints in the first instance according the procedures outlined in the Complaints Policy.
- Complaints will be dealt with promptly and ensuring the highest level of confidentiality. The Centre will keep detailed records of the complaint and these will be retained by the Centre Manager.

- If any action is required as a result of the complaint, it is the responsibility of the Centre Manager to ensure that this takes place.
- Details of how to contact OFSTED are made available upon request.

### **Privacy and Confidentiality**

- The Centre will ensure that all data about children, parents and Centre users will be stored securely.
- The highest level of confidentiality will be maintained at all times and only staff who are involved will be informed of any details if the Centre manager feels it is in the best interests of everyone concerned.
- The Centre Manager may delegate this responsibility to other staff members to share information on a daily basis to parents and carers.
- The Centre will never allow parents and carers access to the information, data or records of any other child or parent.

### **Children with an Identified Need**

- If the Centre identified that a child has a special need this will be discussed with the child's parents at carers at the earliest opportunity and in a sensitive manner.
- **Clarendon Children's Centre** will seek advice from a range of partner agencies and professionals if they require specialist advice on supporting and meeting the child's needs.
- **Clarendon Children's Centre** will follow the Centre's Special Needs Policy and Procedures.
- **Clarendon Children's Centre** will fully involve parents and carers in the development of individual plans and involvement of agencies or professionals.

***Any questions about this policy should be directed to the Centre Manager Sue Burgess***

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4 Approved by CC GB Committee

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