



Kool Kids Club

Partnership with Parents and Carers

Our 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 parent/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 and/or deputies 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
- Ensuring that the Club's policies and procedures are made available to parents/carers on request
- 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 Procedure policy
- Encouraging parents/carers to contribute their ideas and opinions
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club; this will include regular surveys
- Keeping parents/carers up to date with any changes in the operation of the Club, keeping them informed through a fortnightly email of happenings at club
- Each child, under the EYFS Statutory Framework 2024 will be assigned a key person who will liaise with the child's parents/carers on any issues arising in the care and welfare of their child during their time at the setting
- Informing parents of what activities have taken place at club. We produce a half termly newsletter with the help of junior children



This policy was adopted at a meeting of	Kool Kids Club		
Held in:	September 2025		
To be reviewed in:	September 2026		
Signed on behalf of the setting:	Kool Kids Club		
Name of Signatory:	L Peirse	L Yildirim	R Hau
Role of Signatory:	Operational Manager	Under 8's Manager	Over 8's Manager