

## **INVOLVING PARENTS AND CARERS**

Roundabout recognises that parents/carers have ultimate responsibility for their child's development and well being. We will always try to accommodate their wishes where practical. This will be 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.

Roundabout aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with Roundabout.
- Ensuring that parents'/carers' concerns are always listened to by the Roundabout staff, whenever they are raised. The Manager/Play Leader will ensure that parents/carers receive a prompt response from the club.
- Making all information and records held by Roundabout on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that Roundabout's policies and procedures are made available to parents/carers.
- Encouraging parents/carers to comment on Roundabout'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 undertake supportive roles in Roundabout, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of Roundabout, including becoming involved in its Management Committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Roundabout. This will include an annual satisfaction survey.