



Working in Partnership with Parents and Carers Policy

January 2018

The **Bidborough Village Nursery School** recognises that parents are the child's first carers and educators and therefore their views and knowledge of their children are paramount in ensuring that we are able to provide the best possible care. We believe that a parent's involvement in nursery life enriches a child's experience and we therefore invite and encourage parents and carers to become actively involved from sharing particular talents, reading a story (particularly in a different home language) to simply joining us on our different fun days and events.

Open-door Policy

The nursery operates an 'open-door' policy with regard to discussing any concerns with parents and we are committed to working together to resolve any problems or worries about a child or the care that they receive. If a parent has a concern about their child they are encouraged to speak to their child's key person. Any other issues regarding the nursery should be taken to the nursery manager who can organise a meeting, if appropriate, to discuss them. If the parent is unhappy with the outcome and feels it has not been successfully resolved, they should follow the nursery's complaints procedure.

All staff working in the nursery will:

- Recognise that at all times they are accountable to the parents and carers of the children in their care and encourage parents to trust their judgement regarding their own child.
- Gather from parents and carers information which will aid their child settling at nursery.
- Share with the child's family, information about children's daily routines, the activities being planned and carried out.
- Inform parents and carers regularly of their child's progress and development, through parent's evenings and encouraging them to be a part of their Learning Journey Book.
- Encourage parents and carers to share any skills, interests and hobbies that might extend the children's experiences.
- Encourage parents and carers to share details of any other form of registered provision their child attends.
- Ensure that parents are aware of the nursery policies and procedures and that they are available at all times.
- Operate a key person system involving parents for open discussions and information sharing regarding nursery and home circumstances, and individual needs.
- Inform all parents of the systems for registering queries and complaints or suggestions, and check that these systems are understood by parents.
- Provide opportunities for parents to learn about the early years foundation stage.
- Provide written contract between the parents and the nursery regarding conditions of acceptance and arrangements for payment.
- Respect the family's religious and cultural backgrounds and accommodate any special requirements whenever possible and practical to do so.
- Find out the needs and expectations of the parents. These can be obtained through regular feedback via questionnaires, providing a suggestion system and encouraging parents to review working practices. These can then be evaluated by the nursery to promote practice, policy and staff deployment.