



Working in Partnership with Parents and Carers Policy

Reviewed date: January 2024

At Bidborough Village Nursery School, we recognize the pivotal role parents and carers play as the primary educators and caregivers of their children. Our approach is rooted in the belief that collaboration and open communication between the nursery and families enrich children's learning experiences and overall well-being.

Open-Door Policy

- We maintain an open-door policy, welcoming parents to discuss their children's progress, share concerns, and collaborate on addressing any aspect of their care or nursery experience.
- Concerns about a child should first be directed to the child's key person. Other nursery-related issues can be discussed with the nursery manager, who will arrange a meeting if needed.
- Should a resolution not be reached to the parent's satisfaction, we encourage following the nursery's complaints procedure to ensure all concerns are thoroughly addressed.

Staff Commitments

Our staff are committed to:

- Acknowledging their accountability to the parents and carers, valuing their insights and respecting their judgements about their children.
- Collecting information from parents and carers to support children's settling in and adapting to the nursery environment.
- Sharing information about children's routines, planned activities, and daily achievements.
- Regularly updating parents and carers on their child's progress and development through parent's evenings and contributions to their Learning Journey Book.
- Inviting parents and carers to share their skills, interests, and hobbies to enrich the nursery's activities.
- Informing parents about other forms of registered provision their child attends, promoting a cohesive approach to the child's development.
- Ensuring accessibility and understanding of the nursery's policies and procedures.
- Implementing a key person system to foster open discussions and information sharing about both nursery and home circumstances.

- Making known the procedures for registering queries, complaints, or suggestions, and ensuring parents understand these systems.
- Providing opportunities for parents to learn about the Early Years Foundation Stage (EYFS).
- Establishing a written contract detailing the terms of acceptance and arrangements for payment.
- Accommodating, whenever possible and practical, the family's religious and cultural backgrounds and special requirements.

Engagement and Feedback

- We actively seek to understand the needs and expectations of parents through regular feedback mechanisms such as questionnaires, a suggestion box, and invitations to review our practices and policies.
- Feedback obtained will be evaluated to enhance our practices, policies, and staff training, ensuring our services meet the highest standards of care and education.

Conclusion

This policy reaffirms our commitment to building a positive, open, and supportive partnership with parents and carers. By working closely together, we ensure that every child receives the best possible start in life, benefiting from a nurturing, inclusive, and enriching nursery environment.