



Partnership with Parents and Carers

Policy statement

At Over the Rainbow, we intend to make all new parents/carers aware of our policies and procedures. Main policies and procedures can be found on our website and entrance foyer, and all other policies and procedures can be found in the Setting. These can be viewed at the request of parents/carers.

Procedures

The staff team at Over the Rainbow are committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children and young people. The setting aims to achieve this by:

- Encouraging any parents/carers with any special talent or interest to share these skills with the setting from time to time and add these to the setting's activities.
- Encouraging parents/ carers to become involved in any fund-raising events that may take place. This we hope will help build a good relationship between both parties.
- Email correspondence will offer parents/carers the opportunity to get in touch with the Setting if they have any questions, queries or concerns regarding their child's time at Over the Rainbow.
- We will keep parents informed on a regular basis about their child's progress by constant liaison with them when they either drop off their child or pick them up.
- We will ask that parents keep us informed of any change in their child's personal details. A "Change of Details" form can be found in the setting.
- We will ensure that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions and the Complaints Procedure Policy.
- Encouraging parents/carers to help in the running for the Setting, including becoming involved in its management committee where appropriate.
- Ensuring that the settings policies and procedures are made available to parents/carers on request.
- Making all information and records held by the setting on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that parents/carers concerns are always listened to by the Setting whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Setting.
- Keeping parents/carers up to date with any changes in the operation of the Setting, such as alteration to the opening times or fee levels.
- Parents/carers of Pre-School children are encouraged to correspond with the child's Key Person on Tapestry and to use the platform as a way of communicating what their child has been doing and enjoying at home

All details of meetings and special activity days will be communicated to parents/carers via email, on Tapestry (for our Pre-School children) and verbally. A printed hard copy of any of the information sent electronically will be made available to parents/carers on request.

This policy was adopted at a meeting of	Over the Rainbow
Held in:	Nov 2023
To be reviewed in:	Nov 2024
Signed on behalf of the setting:	kprice
Name of Signatory:	Kelly Price
Role of Signatory:	Manager