



## In the Setting

# PARTNERSHIP WITH PARENTS POLICY

**Policy Review Date:** 04/01/2019

## PARTNERSHIP WITH PARENTS POLICY

### Policy Statement

Jungle Monkeys Nursery will provide quality education, information and care for their children and ensure that parents are involved in all aspects of the Nursery's work and have access to relevant documentation outlining the policies and practices of the Nursery and the development of their child.

- Jungle Monkeys Nursery will ensure that parents and carers always feel welcome and valued at the Nursery.
- Jungle Monkeys Nursery will operate an open door policy welcoming parents at anytime. Staff members will be polite, respectful and courteous to parents and carers at all times.
- Jungle Monkeys Nursery will ensure that parents' or carers' concerns are listened to, taken seriously and treated sensitively by the Nursery.
- Jungle Monkeys Nursery will ensure that parents or carers receive a swift response from the Nursery either verbally or in writing to any issues or concerns they have raised.
- Jungle Monkeys Nursery will follow the legal requirements of the Freedom of Information Act by ensuring all information and records held by the Nursery are made available to their parents or carer upon request, and in accordance with the Nursery policy.
- Jungle Monkeys Nursery will ensure that copies of the Nursery's policies and procedures are available on Babys Days.
- Jungle Monkeys Nursery will display the weekly programme of activities and planning on Babys Days. In addition parents will receive a monthly newsletter outlining the work to be covered in the coming month.
- Jungle Monkeys Nursery will provide frequent opportunities for parents or carers to meet with members of staff to discuss their child. In the case of parents who are unable to meet in normal Nursery hours, every effort will be made to find a mutually convenient time.
- Jungle Monkeys Nursery will deal with complaints by parents and cares according to the Nursery's Complaints Policy.
- Jungle Monkeys Nursery will ensure that complaints made by parents or carers are investigated thoroughly and as quickly as possible.
- Jungle Monkeys Nursery will ensure that any changes to Nursery policies and procedures will be communicated to the parents via the newsletter, displays and website.

### Information Available to All Parents

The following information will be available for all parents on the Parents Information Board and Folders which are kept in the main office and at the reception desk.

- The range and nature services and activities available at the Nursery.
- The timetable of activities for the day.
- Members of staff on duty at the Nursery.
- Details of food and drink provided – weekly menus.
- Policies and procedures.
- Details for contacting OFSTED.
- Uncollected Child Policy.
- Missing Child Policy.
- All assessment and developmental information for individual children (upon request)

## New Parents and Carers Induction Process

All new parents and carers will be given an induction pack which contains the following information;

- Welcome to the Nursery written by the Nursery Manager.
- Key Policies and Documentation for completion.
- Example of activities offered at sessions.
- Recent newsletters and letters.

In addition new parents and carers will be given a tour of the Nursery during working hours, to allow the parents to see how the Nursery operates. The Nursery Manager will have a short meeting with every new parent/carer to discuss expectations that the Nursery has and to provide parents with an opportunity to raise questions or concerns.

## Sharing of Information

At Jungle Monkeys Nursery we have a wide range of communication strategies, including:

- Monthly newsletter that contains information, pictures and news.
- Individual letters to parent to report positive as well as negative incidents.
- Direct telephone calls (as necessary) to report positive as well as negative incidents.
- Weekly behaviour charts or communication books for children with challenging behaviour.
- Nursery Managers annual report to parents.
- Programme of Activities and Copies of Planning sent to parents.
- Parents and carers will be asked to attend a meeting prior to their child starting at the Nursery to go through key policies and procedures and to ensure completion of key documentation including emergency contact details and medication details.
- We display daily routines and details of Jungle Monkeys Nursery on the noticeboard in the rooms.

## Dealing with Complaints

- The Nursery Manager will deal with complaints in the first instance according to the procedures outlined in the Complaints Policy.
- Complaints will be dealt with promptly and ensuring the highest level of confidentiality. The Nursery will keep detailed records of the complaint and these will be retained by the Nursery Manager.
- If any action is required as a result of the complaint, it is the responsibility of the Nursery Manager to ensure that this takes place.
- Details of how to contact OFSTED are made available upon request.

## Privacy and Confidentiality

- The Nursery will ensure that all data about children, parents and Nursery users will be stored securely.
- The highest level of confidentiality will be maintained at all times and only staff who are involved will be informed of any details if the Nursery manager feels it is in the best interests of everyone concerned.
- It is the responsibility of the Nursery Manager to communicate and share information about a child to parents.
- The Nursery Manager may delegate this responsibility to other staff members to share information on a daily basis to parents and carers.
- The Nursery will never allow parents and carers access to the information, data or records of any other child or parent.

## Children with an Identified Need

- If the Nursery identified that a child has a special need this will be discussed with the child's parents at carers at the earliest opportunity and in a sensitive manner.
- Jungle Monkeys Nursery will seek advice from a range of partner agencies and professionals if they require specialist advice on supporting and meeting the child's needs.
- Jungle Monkeys Nursery will follow the Nursery's Special Needs Policy and Procedures.
- Jungle Monkeys Nursery will fully involve parents and cares in the development of individual plans and involvement of agencies or professionals.

This policy was adopted on  
Signed on behalf of the nursery  
11/02/14

Gabby Savinyte

Reviewed 03.11.14

Gillian Kincaid

Reviewed 25.02.15

Mediha Unal

Reviewed 26.03.15

Mediha Unal

Reviewed 12.06.15

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Reviewed 23.11.15

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Reviewed 08.12.16

David Francis

Reviwed 04/01/2018

Gabby London