

Involving Parents and Carers Policy

At Quackers Out of School Clubs we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns.

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the Registration and Medical forms).
- We involve parents in settling their children in at the Club (in accordance with our Child Induction policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.