

At Smartkidz 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 by sharing information with them, answering questions, and addressing any concerns. This may be through email, face to face, Dojo or via our social media.

Parents should however understand that it can be difficult to communicate to all parents face to face at the at pick up on a daily basis regarding their child at the club.

We do our best to keep parents informed by:

- Inviting parents to visit the clubs before their children start.
- Sending a welcome email to all new starters that sign up via Magic booking.
- Access to our Club Handbook is on the website for parents to read, which outlines how the club operates and includes contact details.
- EYFS children's parents and child will be told who their keyworker is.
- Making all of our policies available at the club and on the website for parents to consult whenever they like.
- Producing a blog on our website on our play and PARS practice.
- Using our social media accounts to update parents and provide information about our ethos and staff development.
- Producing half termly newsletters for parents to keep up to date with news, events, new staff, changes to fees etc...
- Monday bulletins, sent each Monday, updating parents of weekly changes or news.
- Parents can access Dojo to see what is happening in club and allowing them to send quick messages to our playleaders.
- Parents notice boards with updated information that they can access

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

- We ask parents to send us any information that may help us settle their children in via our welcome email sent when parents register.
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction policy**).
- Parents of EYFS children will later be asked to complete a settling in questionnaire.
- 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 offer a variety of different contact options (see our **website and news bulletins for these**).
- We conduct an online annual satisfaction survey of parents and children to gain regular feedback.
- All of our staff wear lanyards so that parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours where possible.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints policy**.

This policy was adopted by: Smartkidz Play and Learn	Date: 24/01/2024
To be reviewed: 24/01/2025	Signed: 

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Key Person 3.35], Information and record keeping [3.78 - 3.83]