



Swan Club

Hampton Hargate Primary School

Partnership with Parents & Carers Policy

Approved: November 2020

Review date: November 2023

Hampton Hargate Primary School believes that all children, regardless of ability and behaviour are valued equally. Groups of pupils (eg. SEND pupils, children in care, EAL pupils etc) are not viewed as separate but are part of the whole school approach. Different children's needs are recognised and met through varied and flexible provision and the use of different styles of teaching & learning throughout the curriculum. Every Child Matters (ECM) is an important part of the school ethos and we encourage all staff, governors, visitors, helpers etc to play their part in promoting this. This policy therefore applies to all our children, regardless of their gender, faith, race, culture, family circumstances or sexuality.

This school is committed to safeguarding and promoting the welfare and safety of all children and expects all staff to share in this commitment. All staff must follow the guidelines set out in the relevant section of **myconcern®** which is available online.

Our Club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and parents/carers.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club i.e. questionnaire.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

This policy will be reviewed every 3 years.

Review date: November 2023

This policy was adopted by the Swan Club Management Committee Management Committee.