

## Pledge to Parents

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

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

- Valuing our relationship with parents and being committed to working in partnership with parents to provide quality out of school care in a safe environment for your children. We will ensure that parents / carers are made to feel welcome and valued in all dealings with the Club.
- 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. We will provide this information about alterations on our website and through newsletters.
- Developing a mission statement outlining what parents / carers can expect from the Club. This statement will be given to every parent /carer when their child starts at the Club. A copy will also be posted up in the Club's premises and on the website.
- 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 and encouraging parents / carers to comment on the Club's policies and procedures.
- Ensuring that there are regular opportunities for parents / carers to meet with staff and discuss their child's progress and any problems that they may be encountering. This will occur at a time that is convenient to both staff and parent / carer.
- We will obtain permission from parents for special events and consult them on a regular basis about the activities that are planned and provided for the children.
- Ensuring that parents / carers concerns are always listened to by the Club whenever they are raised to ensure that we continue to meet their needs.
- We will provide a suggestion book for communicating with parents / carers and children. We will provide parents / carers with a formal and if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey.

**(Jimmy Grimboll's Policy File will be available for anyone who would care to come in and look at it during school time or during group sessions)**