



## **Partnership with Parents Policy Summary**

### **Communication procedure**

Nursery teams will work together in partnership with parents to ensure good communication regarding each child, general nursery routines and procedures and particular activities that may take place during the nursery day, term or year.

### **Parent Pack**

A parent pack will be provided to parents prior to the child starting at the nursery, as well as including general nursery information this will also include core policies and various consent/information forms such as medical consent forms, outings consent form etc.

### **Dedicated parents' notice board**

Each nursery will have a dedicated parents' notice board to ensure that parents can access a variety of information such as general nursery information e.g. menus, any particular events taking place within the nursery, Ofsted contact details, reports and action plans, and helpful general information.

### **Newsletters**

Each nursery will provide a newsletter for parents providing an overview of recent months and detail of future happenings. The Nursery Manager will be responsible for this local bulletin.

### **Surveys**

Regular surveys must be carried out across the entire group of nurseries to enable parents to grade the nursery across a range of categories and add comments. These can be carried out in a variety of ways and must be suitable for all parents to feel able to give feedback to the nursery. The results for each nursery are reviewed. The results are incorporated into future action plans, where it is felt that improvement can be achieved.

### **Policy for Daisy Chain re: Baby Sitting, Bringing and Collecting Children to and From Nursery**

If parents and staff choose to enter into a babysitting arrangement/transport arrangement, it must be clearly understood that this is a private arrangement outside the jurisdiction of the nursery, and that Daisy Chain nurseries cannot accept any responsibility or liability for any accidents, incidents or occurrence of any kind what so ever. This would include, but not be limited to, issues around payment, theft, poor childcare practice. It should be understood that, if such arrangements are entered into there are clear guidelines to be followed. Any

babysitting agreement must not impact on professionalism in the nursery. If this occurs disciplinary action may be taken.

**None of the above is designed in any way to undermine the Daisy Chain Policy on Partnership with Parents.**

## **Privacy and Confidentiality Policy for Working with Parents**

***Personal information on children and their families needs to be kept securely whilst being easily accessible. In ensuring privacy and confidentiality the nursery takes the following into consideration:***

- The role of the key person
- Obtaining parental permission to share information with other agencies.
- How staff write about children and its impact on parents
- The welfare of each child being paramount at all times

The key person provides a link between the parent and the nursery. Information passed to the key person will be confidential and will only be passed to other staff involved in the care of that child if required. The information will not be discussed outside the nursery. Staff are made aware of the nursery's policy on confidentiality at Induction and during their familiarisation with the Company's policies and procedures.

## ***Daisy Chain compliments, concerns and complaints policy***

It is Daisy Chain Nursery's policy to encourage parents/carers to voice their opinions and concerns regarding anything to do with the nursery or related activities. The parents/carers must feel it is safe to do so, and that their concerns are being taken seriously. All formal complaints must be addressed within 5 working days from the date of complaint. If for any reason this is not possible, a letter of acknowledgement must be sent and a date given for addressing the complaint.

Any parents/carers who are not satisfied with the outcome of their complaint can contact the Ofsted Early Years Complaints Help line on 0300 300 1231. The Ofsted website ([www.ofsted.gov.uk](http://www.ofsted.gov.uk)) includes a section headed Complaints and Concerns about Day Care Providers or Child Minders.