

Working with Parents Policy

Aim of this Policy

We aim to welcome all parents and children at our sessions, beginning of the day and end of the day at drop off and pick up. If parents are worried about leaving their child, then they can help settle their child into the session whilst being supported by a staff member.

Super Star Sport email in advance of sessions, guides for the service that has been booked which outlines information for the site and contact details for the site as well as important information such as what to bring and expectations for the session

If parents are worried about their child, then the site manager can provide the parent an update through a call or text to let the parents know how their child is getting on. Parents can speak to the site leader and organise the best way to do this.

We will ensure that policies and procedures Super Star Sport follow are available to the parents to read upon request and complaints procedures are followed.

We aim to maintain regular contact with parents and are always available to speak to a member of staff at the beginning or end of the session as well as management being available by calling the office on 01895 204 885.

Create opportunities for parents to interact with other parents in a supportive environment

Inform parents about the type of activities that the children completed during the session. This could be achieved with our bulletin board, speaking to a staff member or even an email.

Respect all family's religious beliefs and cultural backgrounds and to accommodate any special requirements wherever possible to do so.

Find out the needs and expectations of parents/carers through regular feedback via questionnaires at the end of the block of sessions.

We actively welcome parents and invite their input into Super Star Sport 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 and, for EYFS children, the **All About Me** booklet).
- ✦ 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 can be contacted at all times, even out of session hours, via telephone and email (see our **website** for contact information).
- ✦ We obtain parental permission for outings, photographs, applying sun cream, etc.
- ✦ We can arrange for parental discussions with staff outside of Club hours if necessary.
- ✦ We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

Policy Responsibility and Review

We are committed to reviewing our policy and good practice annually.

This policy was adopted by Super Star Sport	Date: 12/04/2023
To be reviewed: 12/04/2024	Signed: 