

Working with Parents

Building a strong relationship between parents and JC Club 4 Kids staff is essential in providing children with a respectable environment.

We will continue to work with parents in order to provide quality care for their children. In order to maintain a high standard of working together, we ensure the following is put into place:

A complaints, comments and suggestions programme is in place at the club and clearly advertised to parents.

Regular feedback questionnaires are sent direct to the parent/guardian

Parents have access to any records kept about their child and will always be consulted in respect of the care available

The policies and procedures are available for viewing at any time. If you require your own copy, please ask a member of staff.

Parents and the Manager will work together on any matter where a protocol needs to be written to meet a child's individual needs

A notice board showing the telephone numbers for OFSTED and other children's services will be available

All staff are approachable and will assist parents with any concerns/matters whenever possible

Information about the children's activities and events will be regularly distributed and displayed

Parents are welcome to view their children's activity sessions both on request and by invitation throughout the year

You will be provided with a direct contact number for the staff working with your child on that day.