

PARENTAL PARTICIPATION POLICY – April 2016

INTRODUCTION

The purpose of Marble Hill Playcentres (“MHPC”) Parental Participation Policy is to establish the commitment the organisation has to working closely with parents and carers.

The staff team is committed to working in partnership with parents/carers to provide a high-level quality of care and safe and stimulating play opportunities for children. We aim to achieve this through being open about our working practices and supporting involvement wherever possible.

THE PROCEDURE

We have a commitment to:

- Ensuring that all parents/carers are made to feel welcome and valued in all dealings with the Playcentres
- Supporting parents and carers to be involved in settling their child in to the Playcentres
- Ensuring that we always listen to parents and carers concerns whenever they are raised.
- Being clear about the aims and ethos of the Playcentres
- Providing regular updates about the services offered and achievements of the Playcentres through our website and social media presence.
- Making records and information available to parents on written request, unless subject to an exemption e.g. if an investigation is in process by the police or other statutory agencies
- Ensuring that our key policies and procedures are available online and at the Playcentres, and a full range available to parents/carers on request
- Encouraging parents/carers to comment on our policies and procedures and consulting them on a regular basis about the play and activities that are provided for their children
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively according to the Complaints Policy
- Encouraging parents/carers to undertake supportive roles in our work, such as volunteering or participating in activities, visits or outings
- Encouraging parents/carers to help in the running of the Playcentres, such as volunteering or becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Playcentres. This will include an annual satisfaction survey
- Keeping parents/carers up to date with any changes in the operation of the Playcentres, such as alterations to the opening times or fee levels

Updated on 14.04.2016	By Kevin Stinton Playcentres Manager
Reviewed on 26.4.16	By Barbara Morton Marble Hill Playcentres Committee