

Parents Access to Records

Holy Trinity After School recognises that parents/carers are the first educators of their children and our aim is to work in partnership with parents and carers in providing an environment that supports that and promotes the best interests of the children in our care. We will involve parents/carers in the record keeping about their child, either formally or informally and ensure they are aware they can have access to their child's records and ensure them that they can discuss any information about their child at any time.

Participation with parents/carers:

All parents/carers are informed about the setting, how it operates, opening times and policies and procedures through written information, newsletters, notice boards and informal communication. Parents are made aware that they are welcome to contribute and make suggestions that they feel would benefit the setting.

- Staff will provide information on the fee structure and payment agreement and listen to parents' feedback and act on this where appropriate.
- All parents/carers will have access to the complaints procedure and we will ensure that any complaints are dealt with affectively in accordance with the complaints procedure.
- We will keep parents/carers informed of activities through verbal communication and through the monthly newsletters.
- We will listen to all suggestions and acknowledge that all children, parents and staff have the right to be consulted and to be heard.
- We will ensure that all aspects of the child's achievements, experiences and friendships are shared and discussed with parents. We welcome parents at any time to come and meet with a member of staff or the manager if they would like to engage in further discussions about their child.