

BARNIES DAY NURSERIES AND PRESCHOOLS

PROMOTING THE PARENT PARTNERSHIP

Barnies understands and promotes the statement "Parents are children's first and most enduring educators." This belief ensures that the parents needs play a significant part in the welfare of children attending Barnies and forms part of its philosophy. Therefore, the commitment to the Parent Partnership is paramount.

Staff are encouraged to listen to all parents' comments, suggestions and ideas in order to understand and achieve, when possible, parental aspirations. In addition, staff are always available to offer support, advice and help with any query or situation. A two-way communication is important and promoted by verbal exchange, the on-line learning journal and by providing an 'open house'. Sometimes information may come through social media and/or email but the preference is that communication is delivered in a personal manner and where possible email correspondence avoided. Barnies recognizes that children come from a variety of family combinations and understands that there may be requirements for duplicate copies of correspondence and will endeavour to ensure that any such requirements are agreed.

Barnies is committed to providing a safe, stimulating, consistent and accessible service to the children and their parents. We aim to provide high quality services for everyone and it is hoped that both the parents and children will be completely happy with the provision and information shared. We do accept, however, that sometimes things do not always go to plan and in such circumstances, we want to know about it so we can put them right and learn from our mistakes.

Complaints Procedure - Stage One

Staff are trained to try to help resolve any complaint or query which is specific to their key person group. If they cannot provide a satisfactory result for the parent(s) then they will refer the parent(s) to the manager who will encourage them to talk over their concerns.

Complaints Procedure – Stage Two

If this does not resolve the situation or if the problem recurs the parent should put their complaint in writing which will automatically be met with a written reply or more formal meeting. A written record will be taken and, whenever possible, an action plan agreed. If, however, the matter is still not resolved to the parent's satisfaction then the parent should again contact the Manager, Area Manager and/or Proprietor. It may be useful to invite an external mediator who has no legal powers but may be able to help to clarify the situation. All discussions will naturally be kept confidential. In some circumstances, external professional bodies may need to be involved, particularly if a child appears to be at risk or if there seems to be a breach of registration requirements. However, it is always hoped that all complaints will be resolved at the initial stages. Parents are assured that Barnies considers all complaints serious, confidential and of a positive benefit to the business. Parents are provided with the appropriate information to contact Ofsted directly at the following:

Ofsted National Business Unit Piccadilly Gate Store Street Manchester M1 2WD
Tel. 0300 123 1231 www.ofsted.gov.uk

Prior to joining the Manager will take time to discuss any aspect of Barnies philosophies, activities, policies and procedures and confirm what each child will need. A settling in period will be individually tailored depending on each child's needs. Parents are asked to attend initially with their child and to confirm certain information in order to ensure the health, safety and well being of each child is achieved.

In order to broaden the implementation of this policy Barnies will endeavour to work in partnership with other providers or professionals involved in the support of children attending its settings. With parental consent, Barnies will encourage the sharing of information.

Throughout the period of time each child remains with Barnies the intent is to deliver a broad and diverse curriculum which embraces the UN Convention on the Rights of the Child and promotes a cultural capital. The intention is that staff will be able to encourage a child's development and implement a range of age and stage appropriate activities, as detailed in the Care, Learning and Play Policy. Parents will be encouraged to provide as much information about their child's home life, needs or temperament including their own assessment and will have opportunities to view, comment and discuss these records. Barnies also works closely with parents and their children through all aspects of transition.

Ordinarily children attending Barnies may be visually recorded so that parents can share their children's experiences. Sometimes these may be used to explain assessments, observations and/or assist with staff training and development. They are also an integral part of the on-line journal. As part of the contractual agreement parents are required to consent to their child(ren) being photographed and to the use of their email address so that they can access the journal or for other communication aspects. However, this does not extend to the use of personal equipment on the premises unless a signed declaration of use is completed prior to usage. This includes all events or activities in which their children are involved under the association with Barnies either on or off the site the child(ren) attend.

Barnies operates a confidentiality policy in all aspects of its operations and procedures. This policy is governed by its contents.

This policy will be reviewed on an annual basis or whenever further legislation is introduced which may require amendments to its constitution.