**33: Partnership with Parents and Carers**

Willows recognise that parents/carers play the fundamental role in a child’s development. We therefore encourage and facilitate the true involvement of parents/carers in every aspect – from planning and design to on-going development and organic growth.

Our staff team are committed to working in partnership with parents/carers to provide high quality, safe and stimulating learning experiences for their children and ensure that parents/carers have the opportunity to participate as partners in the care and education of their children.

Willows aim to achieve this by:

* Ensuring that parents/carers are made to feel welcome and valued at all times.
* Ensuring that parents/carer are free to visit at any time.
* Ensuring that staff consult with parents/carers when planning and implementing policies.
* Offering parents/carers opportunities to contribute and participate in children’s learning journey, planning, festivals and all events.
* Creating opportunities that will encourage parents/carers to work with their children alongside staff.
* Ensuring that parents/carers have the opportunity to review their child’s progress on a regular basis and have access to their child’s records.
* Providing parents/carers with regular information about activities undertaken by the children, for example through wall displays and pictures.
* Ensuring that parents/carers are kept informed of the company’s policies and procedures.
* Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child’s progress and any problems that they might be encountering.
* Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Compliments and Complaints Policy.
* Encouraging parents/carers to undertake supportive roles in the setting, such as volunteering or participating in activities, visits or outings.
* Encouraging parents/carers to help in the running of the setting, including becoming involved in its management decisions where appropriate.
* Providing parents/carers with formal and if necessary, confidential means to comment on the work of the setting.
* Keeping parents/carers up to date with any changes in the operation of the settings, such as alterations to operating times or fee levels.