

# Richmond Hillbillies Policies and Procedures 2020/2021

## Richmond



## Hillbillies

Partnership with Parents

*Hillbillies value its relationship with parents, and is committed to working in partnership with you in order to provide quality play and care for your children.*

Parent/carers are treated with respect by all playcarers and we expect that this is mutual.

We have available full policies and procedures at the club and copies can be requested by parent/carers. These compliment the comprehensive Hillbillies prospectus that all parent/carers receive prior to their child starting at the club.

At Hillbillies we will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees, routines, programme of activities and snack menus. This information is displayed on our notice boards.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress and friendships.
- Listen to your views and concerns to ensure that we continue to meet your needs.
- Any concerns playcarers may have will be discussed with you
- Comments, ideas and feedback is welcome
- We will consult with parent/carers on all areas of the club and use the information to inform reviews of services.
- All personal information is dealt with confidentially (see confidentiality policy).
- Any concerns or complaints will be dealt with quickly and effectively (see concerns & complaints policy)

By "parents" we also include guardians, foster parents, child minders and others who have care responsibilities for the children attending Hillbillies.