



Parents charter

I am committed to working in partnership with parents to provide the highest quality of childcare. My aim is to promote an open dialogue with parents by working closely with them.

Purpose

To develop best practice in creating and maintaining strong working relationships with parents to support their child's early learning and development.

Aims

- Invite new families for a tour of the premises and provide a comprehensive welcome pack before starting. The welcome pack will include information about the service, policy and procedures which need to be signed and dated and other ad hoc forms including a form that the parents need to fill in with the child's details and routine. I will encourage parents to give me information and routine details of the child so that the child can feel secure and settle easily.
- Keep all parents informed and involved with the childminding service, opening times, activities and services on offer and our policies and procedures
- Treat all information I receive sensitively, always following my Confidentiality Policy
- Listen to all suggestions, comments and concerns and involve parents as much as possible in developing and reviewing my policies and procedures
- Ensure that any complaints are dealt with effectively in line with the timescales specified.



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