



Involving Parents and Carers Policy

At Study Right, we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care. We therefore aim to keep parents and carers fully informed of policies, events and activities at the centre, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the centre.

We do our best to keep parents informed about the centre by:

- Inviting parents to visit the centre before their children start.
- Giving all parents a copy of the child's assessment results, referring them to our website where all the policies are available and includes a breakdown of how the centre operates and includes contact details. We also give parents and the student a copy of our Behaviour Management Policy which includes expectations of the child and process followed by the tutors.
- Making all the policies available at the centre for parents to consult whenever they like.
- Updating our websites and social media accounts with regular news to keep parents informed about events, new classes, changes to fees and updates on current classes.

We actively welcome parents and invite their input into the centre in the following ways:

- We collect information from parents which will help their child to settle at the centre (via the **Application** and **Medical Form**, and assessment details).
- We involve parents in settling their children in at the centre (in accordance with our Child Induction Policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents and participation in today's session)
- We encourage every parent to book a consultation slot with the manager where information about the students' progress and any future changes is discussed.
- We can be contacted at all times, even out of centre opening times, via telephone, email and website (see our contact information on the website).
- We conduct an annual satisfaction survey of parents and children at the centre to gain regular feedback online.
- We encourage parents and students to provide feedback and reviews on our online platform; social media accounts and websites.
- We obtain parental permission photographs.
- We can arrange for parental discussions with staff outside of centre hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints Policy.

[Written in accordance with the Safeguarding and Welfare Requirements: Information and records [3.68-3.75]]