

This policy was adopted on	Signed on behalf of BASK	Date for next review
19 August 2021	Andy McEwing	August 2025

BASK Parents as Partners Policy

At **BASK** we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to be an integral part of the care team within BASK.

At BASK we aim to:

- Welcome all parents into BASK at any time and provide an area where parents can speak confidentially with us as required
- Welcome nursing mothers. BASK will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure BASK documentation and communications can be provided in different formats to suit each parent's needs as appropriate, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of BASK's policies and procedures. A detailed parent pack is provided and our full policy documents will be available to parents at all times **in BASK's Policy Folder**
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through the BASK website, newsletters, FaceBook Page and Twitter Account.
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires and short surveys
- Welcome and consider all suggestions from parents concerning the care of their child and BASK operation
- Make sure all parents have access to our written complaints procedure
- Provide a written contract between the parent(s) and BASK regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how BASK supports children who require additional support