**Parent/ Club Partnership**

At the AYA we value the families of our children and believe that good communication with families is essential to maintain a high-quality provision. We hope to encourage their involvement in the AYAs volunteer management Committee and their feedback about our sessions with their children.

The Club volunteer management committee will ensure that the Admin Manager, the Club Manager keep parents and carers well informed of how the Club operates so that they can be confident that we are providing a safe, secure and stimulating environment for the children. This means that The Club will:

* Provide parents with the necessary information about the AYAs organisation, via hard copies, email or website.
* Offer parents the opportunity to settle their children into the club for a short period on their first day(s).
* Provide a separate pack of the more detailed policy documents if requested
* Issue a newsletter on a termly basis which will advise on activities and update parents/guardians on any issues.
* Use the notice board to provide key information including Ofsted certificate and Insurance, etc: as well as session information.
* Ensure all documentation is managed properly and securely. Personal details will only be used for staff administration
* Advise parents of the complaints procedure
* Set up a website for newsletters and general documents.
* We ask parents to read the policies and provide us with all the information we need to be able to provide an enjoyable and secure environment for the children.

| This policy was adopted by: AYA | Date: 01/09/23 |
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| To be reviewed: 01/09/24 | Signed |