

Parental involvement and Communication Policy

Parental Involvement, Communication and Behaviour Policy

Statement of Intent

At Playhouse Pre-School, we believe children benefit most when parents, carers and the setting work together in partnership.

We recognise parents and carers as their child's first and most important educators and value the knowledge they have about their child's development, interests, routines, culture and individual needs.

As we care for children from 9 months to 4 years, effective communication is particularly important in supporting children's care, learning, development and wellbeing.

Our Aims

We aim to:

- develop positive and respectful relationships with parents and carers;
- involve parents in their child's learning and development;
- share information regularly about children's experiences and progress;
- listen to parents' views, suggestions and concerns;
- provide clear information about the setting and its policies;
- support parents to contribute their skills, knowledge and experiences;
- ensure information is accessible to all parents, including those with additional communication needs or English as an additional language;
- maintain confidentiality and protect personal information;
- work with parents and other professionals where additional support is required.

Working in Partnership

Parents and carers are encouraged to share information about their child's:

- interests and achievements;
- experiences at home;
- routines, including feeding and sleep;
- health and personal care needs;
- culture, language and family experiences;
- development and any concerns they may have.

Parents have access to their child's online learning journal through eyLog and are encouraged to contribute information and observations from home.

We provide opportunities for parents to discuss their child's progress with their key person and other staff as appropriate.

Parents are welcome to contribute to activities and events by sharing their skills, knowledge and interests.

Communication

Playhouse Pre-School communicates with parents through appropriate channels, which may include:

- eyLog;
- email;
- telephone;
- newsletters;
- informal discussions;
- meetings and consultations.

Parents are encouraged to raise questions, concerns or suggestions directly with the setting.

Our Complaints Policy explains the formal procedure for making a complaint.

Confidentiality

Staff maintain confidentiality and handle information in accordance with our Data Protection and Confidentiality Policy.

Information about children and families will only be shared where there is a legitimate reason, including where this is necessary to safeguard a child.

Parents and carers are also expected to respect the privacy and confidentiality of other children, families and staff.

Parental Behaviour

Playhouse Pre-School aims to provide a safe, welcoming and respectful environment for children, families, staff and visitors.

Parents and carers are expected to:

- treat staff, children and other parents respectfully;
- communicate appropriately, including when raising concerns;
- follow reasonable safeguarding and health and safety instructions;
- respect the privacy of other children and families;
- use appropriate communication channels when contacting the setting.

We understand that parents may sometimes be upset or frustrated. Parents are entitled to raise concerns and complaints and will be listened to respectfully.

However, the setting will not tolerate:

- physical violence or threats of violence;
- threatening, intimidating or abusive behaviour;
- harassment;
- discriminatory or offensive language;
- deliberate damage to property;
- inappropriate behaviour towards children, staff or other parents;
- inappropriate recording, photography or filming;
- sharing confidential information about children, families or staff;
- abusive or threatening communication through email, text, social media or other online platforms.

Where unacceptable behaviour occurs, the Manager will consider the circumstances and take proportionate action. This may include a discussion with the parent, a written warning, restrictions on access to the premises or contacting the police where necessary.

A child will not be punished because of the behaviour of their parent or carer. If an incident affects the collection of a child, the Non-Collection of Children Policy will be followed.

Social Media and Online Communication

Parents and carers are asked to use social media responsibly and respectfully.

Parents should not:

- post confidential information about children, families or staff;
- share photographs or videos of other children without appropriate permission;
- use social media to threaten, harass or abuse members of the Playhouse community;
- use social media as a substitute for raising a concern or complaint directly with the setting.

Staff will not normally communicate with parents through their personal social media accounts. Parents should not request to follow, friend or privately message staff through personal accounts.

Parental involvement and Communication Policy

Photography and filming at Playhouse events is covered by our Photographic Images Policy.

Safeguarding

Where a parent's behaviour raises a concern about a child's safety or welfare, Playhouse Pre-School will follow its Safeguarding Children Policy and involve the Designated Safeguarding Lead where appropriate.

This policy was agreed by the staff of Playhouse Pre-school Broadwater.

Adopted on 24th April 2015 and will be reviewed annually.

Reviewed on 30th September 2026 by Z. Munford