PARENT PARTNERSHIP POLICY

Date of Policy Adoption: August 1, 2025

Review Date: August 1, 2027

Policy Owner: Nursery Manager

Approved by: Governance Team

1. Scope of the Policy

This policy applies to all staff, children, and families at Wonder Whiz Kids Nursery. It outlines how the nursery will work collaboratively with parents and carers to support children's learning, development, and wellbeing. It includes procedures for communication, learning feedback, complaint resolution, and involvement in nursery life.

2. Legal and Regulatory Frameworks

This policy is guided by the following legal and educational standards:

- Early Years Foundation Stage (EYFS) Statutory Framework – 2021 (UK Department for Education)
- Development Matters – Revised 2021 (non-statutory guidance)
- Knowledge and Human Development Authority (KHDA) Guidelines – Dubai, UAE
- Federal Law No. 3 of 2016 – UAE Child Protection Law (Wadeema's Law)
- United Nations Convention on the Rights of the Child (UNCRC)

3. Policy Statement

At Wonder Whiz Kids Nursery, we believe that children thrive when their families and early years settings work together in partnership. We recognise parents as the child's first educators and value

their knowledge, insight, and contributions. This policy promotes a respectful, inclusive, and collaborative relationship between nursery and home.

4. Procedure and Implementation

4.1 Communication with Parents

- At enrolment, each family is welcomed and provided with a Parent Handbook, outlining routines, curriculum, safeguarding practices, and contact information.
- Daily updates are communicated through a secure digital platform, including notes on activities, meals, rest, and wellbeing.
- Staff are available during drop-off and pick-up times for informal conversations.

4.2 Learning and Development Feedback to Parents

- Parents receive three scheduled face-to-face meetings per academic year:
  - Term 1: Initial Consultation and Goal Setting
  - Term 2: Mid-Year Progress Meeting
  - Term 3: End-of-Year Review and Transition Planning
- In addition, parents receive two written reports:
  - Mid-Year Report (January)
  - End-of-Year Report (June)
- Weekly observations, photos, and developmental updates are shared on the child's online learning journal, linked to the Development Matters 2021 milestones.
- Termly parent workshops are held to support understanding of EYFS educational programmes and how to reinforce learning at home.

We provide learning feedback three times face-to-face and two written reports are sent home. In addition, real-time updates are provided via digital journals. This ensures ongoing, transparent communication about each child's progress.

4.3 Parental Involvement Opportunities

- Parents are invited to participate in classroom activities, cultural events, and special days.
- Stay-and-Play sessions, storytelling, and volunteer opportunities are offered each term.
- Feedback surveys and a suggestion box are available to ensure continuous improvement and responsiveness to family needs.

4.4 Handling of Complaints and Escalation Process

- Step 1: Concerns should first be raised with the child's key person or class teacher.

- Step 2: If the issue is not resolved, it should be escalated to the Nursery Manager, who will review and respond within five working days.
- Step 3: If the outcome is not satisfactory to the parent, the issue can and will be escalated to the Nursery's Governance Team for final review and resolution.
- A formal Complaints Log is maintained, and complaint outcomes are documented and reported in line with KHDA compliance expectations.

Once a complaint has been reviewed by the Nursery Manager and a parent remains dissatisfied, it is formally escalated to the Governance Team for final resolution.

5. Inclusion and Accessibility

- Communication is adapted for families with different languages, literacy levels, or additional needs.
- Translated materials and interpreters are provided where necessary.
- Meetings can be offered virtually or at varied times to accommodate family schedules.

6. Monitoring and Evaluation

- The Nursery Manager reviews parent engagement levels, satisfaction feedback, and complaint outcomes each term.
- Parent workshops and meeting attendance are tracked to evaluate effectiveness.
- Input from parents, staff, and governance contributes to the policy's annual review.

7. Review and Document Tracking

- Policy Issued: August 1, 2025
- Review Due: August 1, 2026
- Last Reviewed By: Nursery Manager and Governance Team
- Development Matters Reference: 2021 Edition (Consistently applied across all documents)