



## **Communication Policy**

To enable us to have a positive partnership with parents and carers it is vital that we are able communicators. This means that we will always make time to talk to parents about any issues regarding their children. Normally this involves conversations at the start or end of sessions. However, we are now in an age where communication happens in many different forms. Digital technology is more advanced and parents are able to communicate with us in this way. We are also in a rather small community and this means that we may easily see parents in the school playground, doing shopping or in the park for example. Therefore it is essential that we always demonstrate a professional manner.

### **In Session:**

- If a parent wants to talk to you in session about issues relating to their child then make time to spend with them.
- Ask if they want to talk privately. If they do take them upstairs alerting the supervisor what is happening and where you are going. Ask if they would like the Supervisor to be present.
- If it's a matter that can be dealt with swiftly then reassure the parent that the matter is in hand.
- If the issue is a more serious one, or relating to children's hours please refer the parent to the supervisor.

### **Out of Session:**

- If a parent approaches you out of session about an issue relating to preschool, listen to their concern or comments.
- Thank them for raising this matter with you.
- Ask them if the issue can't wait until their next preschool session to them contact the Supervisor / Manager on **07504170949** (Queen Street) or **07873711076** (St Stephen's) or email on [office@kingfisher-preschool.co.uk](mailto:office@kingfisher-preschool.co.uk) .

### **Facebook (Social Media)**

- If you see a parent has sent a message on the Facebook page or sent a private message through relating to issues to do with their child at preschool, then acknowledge their post.
- Thank you for raising this issue.
- If the issue can't wait until their next preschool session then ask them to contact them contact the Supervisor / Manager on **07504170949** (Queen Street) or **07873711076** (St Stephen's) or email on [office@kingfisher-preschool.co.uk](mailto:office@kingfisher-preschool.co.uk) .
- If the contact is from a prospective parent then ask for their details and tell them that a member of the leadership would be in contact shortly.
- Pass this information into the Manager (Gemma 07779266037)
- If you see any messages that are negative of nature about the preschool or staff, do not engage in conversation. Contact the Manager immediately who will deal with the issue.
- Refer to our Social Media Policy for guidelines on Social Media use.

**Date:** 13<sup>th</sup> October 2016

**Signed:**

**Kingfisher Preschool Manager**

**Review Date:** October 2017

**Staff Signatures:**

**I confirm that I have fully read and understand this policy. I will adhere to and follow the directives laid out in this policy.**

PRINTED NAME	POSITION	SETTING	SIGNATURE	DATE