

## **OPEN DOOR POLICY**

### **Rationale**

Forfar ELCC operates an 'open-door' policy with regard to discussing any concerns with staff, parents and visitors and we are committed to working together to resolve any problems or worries. If a parent has a concern about their child, they are encouraged to speak to their child's key worker in the first instance.

This guidance will help providers and staff to take into account the relevant **Health and Social Care Standards:**

1.27 I am supported to achieve my potential in education and employment if this is right for me.

1.29 I am supported to be emotionally resilient, have a strong sense of my own identity and wellbeing, and address any experiences of trauma or neglect.

2.3 I am supported to understand and uphold my rights.

2.15 I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can.

2.18 I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.

3.1 I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.

3.22 I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.

4.8 I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.

4.20 I know how, and can be helped, to make a complaint or raise a concern about my care and support.

**This guidance will help providers and staff to take into account the relevant Quality Indicators from How Good is our Early Learning and Childcare:** [https://education.gov.scot/nih/Documents/Frameworks\\_SelfEvaluation/FRWK1\\_NIHeditSelf-evaluationHGIELC/HGIOELC020316Revised.pdf](https://education.gov.scot/nih/Documents/Frameworks_SelfEvaluation/FRWK1_NIHeditSelf-evaluationHGIELC/HGIOELC020316Revised.pdf)

1.2 Leadership of learning

1.4 Leadership of management and practitioners

2.1 Safeguarding and child protection

2.4 Personalised support

2.7 Partnerships

3.1 Ensuring wellbeing, equality and inclusion

**This policy will be monitored by / through:** annual review of policy

This policy will be reviewed in:	12 months
Review Date:	August 2024
Reviewed By:	Management

AIMS	OUTCOMES	IMPLEMENTATION
<ul style="list-style-type: none"> <li>• Develop and maintain positive relationships with staff, parents/carers and visitors.</li> <li>• Develop and maintain effective partnerships with each family that uses the nursery.</li> </ul>	<ul style="list-style-type: none"> <li>• We recognise that parents are the child's first educator and actively encourage their involvement in the daily life of the nursery.</li> <li>• We advocate that by encouraging parents to spend time at the nursery it provides them with a clearer understanding of their child's nursery day and gives them the opportunity to meet the staff and see their child interacting with others.</li> <li>• Encourage open communication, feedback and discussion.</li> <li>• We feel valued and listened to.</li> <li>• Health and wellbeing is considered high importance.</li> <li>• Events and special days are celebrated together.</li> <li>• Participation by parents, guardians and families imparts a positive impression to your child and allows them to feel supported as well as a sense of belonging.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow guidance in Health &amp; Social Care Standards 1.27, 1.29, 2.3, 2.15, 2.18, 3.11, 3.22, 4.8 and 4.20: <a href="#">Health and Social Care Standards (2017)</a></li> <li>• How Good is Our Early Learning and Childcare Quality Indicators – 1.2, 1.4, 2.1, 2.4, 2.7 and 3.1.</li> <li>• We work together in an atmosphere of mutual respect.</li> <li>• We will listen to your concerns and work with you to resolve any issues that you might have.</li> <li>• We will be reasonable and fair to all parties.</li> <li>• It is in the best interests of all our children to work together.</li> <li>• Staff will always do their utmost to make time to speak to parents/carers whenever they need us to and will arrange appointments, at a mutually convenient time, for situations that need a longer discussion or additional information/help.</li> <li>• We provide formal and informal opportunities for communication and information sharing.</li> </ul>