

CHILDCARE SERVICE CHARTER



NEWTEC is committed to providing a responsive customer focussed service and effective lines of communication with all our parents and carers. This includes guidance on all the services offered, and respect for confidentiality and any security constraints. All delivery is covered and protected by robust **Equality and Diversity and Safeguarding Strategies**.

What is expected from NEWTEC?

- Provide a service that is accessible to all
- Develop and provide **safe spaces** for children to play, relax and learn
- **A safe** and welcoming environment for children and their families
- Show respect for children and their families at all times
- Highly qualified and competent staff
- To implement all relevant frameworks and legislation in line with OFSTED requirements
- Regular collection of parent/carers views that welcomes feedback from children and their families. Including the completion of annual surveys to measure effectiveness and to evaluate the service
- A high standard of service for children and families at all times and be committed to resolve any complaints in a timely manner
- Staff members who comply with regulations including **Safeguarding, Health & Safety and Equality & Diversity** that are appropriate to the training in NEWTEC

What is expected from NEWTEC parent/carers?

- Adhere to the ethos and policies/procedures of the service
- To pay fees timely
- Advise NEWTEC staff of any Health and Safety, Safeguarding or Equality & Diversity issues
- Treat staff and other parent/carers with respect and no threats of violence
- Make clear requests and provide correct contact details
- Inform NEWTEC when details change
- Tell us how we can improve our service