



Communication Policy

At Little Cygnets Childcare Ltd, we understand the importance of clear and transparent communication channels. We strive to foster a culture where parents, carers, staff, and children feel comfortable sharing feedback and contributing to the development of nursery practices.

We recognise that communication can take place in various ways, and for the purpose of this policy, we will outline the methods we use to keep all parties informed of updates or specific issues that may arise with your child.

Key Person Communication:

We believe it is essential for parents and key persons to build a relationship based on trust and openness. To facilitate this, we offer an informal approach to access your child's key person. If a parent wishes to discuss any specific issues or concerns, an appointment can be arranged at a mutually convenient time for both the parent and the key person.

Online Communication

We utilize technology to enhance communication. Our online app, **Famly**, is used to document children's learning journeys and communicate directly with families.

Management Contact:

The management team at Little Cygnets is available via mobile telephone or text throughout the day should you need to get in touch. For non-urgent matters, we encourage the use of the **Famly app** as the primary communication channel. However, in cases of urgency, please feel free to contact us directly.

Child Protection:

For child protection purposes, mobile phones are not permitted for use by any childcare staff while on duty within the setting, with the exception of the Senior staff member's mobile phone or emergency phones used on outings.

Signed (Jessica Burns): Jessica Burns

Signed (Scott Marshall): Scott Marshall

Review Date: March 2026