



Code of Conduct for Parents and Carers

It is the aim of the nursery to provide a friendly and respectful environment for all children, staff and families. The nursery staff have a duty to respect the staff code of conduct and in turn we would like parents to take note of their responsibilities as a parent to ensure our ethos is continued. We are committed to ensuring that all children are safeguarded whilst in our care.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our nursery.

Please do:

- Share information with staff on your child's development, health and well-being.
- Let us know if someone else is collecting your child and give them a password.
- Collect your child on time - if you are going to be unavoidably late then please contact the nursery to let them know.
- Discuss any worries, concerns or complaints with your child's Key Person or the Nursery Manager, as appropriate.
- Respect decisions regarding exclusion of children due to illness.
- Adhere to arrival times, i.e. before 11.45am and 3.30pm.
- Adhere to policies and procedures set by the nursery.

Please refrain from:

- Behaviour that will not be tolerated:
- Disruptive behaviour which interferes or threatens to interfere with any of the nursery's normal operation or activities anywhere on the nursery premises.
- Any inappropriate behaviour on the nursery premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying nursery property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the nursery community.
- Defamatory, offensive or derogatory comments regarding the nursery or any of the children/parents/staff/governors at the nursery on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on nursery premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Dogs being brought on to the nursery premises. (other than guide dogs)
- Shouting at, smacking or physically punishing your child(ren) or any other children whilst in the nursery.

- Using inappropriate language or displaying aggressive or intimidating behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.
- Collecting your child(ren) from nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child or other children or adults.
- Taking photos or videos of children other than your own, unless agreed by a member of the Senior team.
- Using your mobile phone whilst in the children's rooms and reception area.

Should **any** of the above occur on nursery premises or in connection with nursery the nursery may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the nursery premises or where necessary phoning the Police.

If parents have any concerns about their child in relation to the nursery as we have said above they should:

1. Initially contact the class teacher
2. If the concern remains they should contact the Nursery Manager
3. If still unresolved, the Nursery Manager/ Directors' through the complaints procedure

They should not use social media as a medium to air any concerns or grievances. **Online activity which we consider inappropriate:**

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the nursery in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge nursery policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching nursery security procedures

At our nursery we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.