

Parent Code of Conduct Policy & Procedure

Introduction

At Goldilocks Nursery, we are proud to offer a safe, nurturing, and inclusive environment where children can learn and thrive. We believe that building positive relationships between staff and families is vital in promoting children's wellbeing and development. This Code of Conduct sets out our expectations for all parents, carers, and visitors to ensure our community remains respectful, supportive, and child-focused.

Purpose of the Policy

The purpose of this policy is to:

- Promote respectful relationships between staff, parents, and carers.
- Provide clear expectations around appropriate conduct within and around the nursery.
- Ensure that children, staff, and families feel safe, valued, and protected from inappropriate or disruptive behaviour.

By outlining our shared responsibilities, we aim to create an environment where every child can flourish.

Expected Behaviour

We expect all parents and carers to behave in a respectful and courteous manner at all times. Our staff work hard to care for and educate your children, and we ask that all interactions reflect kindness, cooperation, and professionalism.

Parents and carers are expected to:

- Respect staff, children, and other families, treating everyone with courtesy regardless of background, belief, or role.
- Communicate calmly and appropriately. Any concerns about your child or the nursery should be discussed with a member of staff or management through appropriate channels and at agreed times.
- Support nursery values and policies, including those related to safeguarding, health and safety, equality, and behaviour management.
- Engage with your child's development by working in partnership with staff and where possible attending nursery events.
- Share relevant information about your child's wellbeing, family circumstances, or behaviour that may affect their experience in nursery.

Unacceptable Behaviour

To ensure the safety and harmony of our nursery, the following behaviours are deemed unacceptable and may result in further action:

- Shouting, swearing, or aggressive language directed at staff, children, or other parents.
- Physical aggression or intimidation, including threatening gestures.
- Harassment or intimidation of any kind, including sexual harassment, inappropriate gestures, comments, or behaviour that causes discomfort or distress to others.
- Disciplining other children. Any concerns should be reported to a member of staff.
- Gossip, slander, or malicious comments, whether in person or via social media.
- Smoking, vaping, alcohol, or drug use on the premises.
- Bringing animals onto the premises, except for registered assistance animals.

Staff Babysitting Outside of Nursery Hours

- To maintain professional boundaries and safeguard children, Goldilocks Nursery staff are not permitted to babysit or provide childcare outside of nursery hours for children who are currently enrolled at the setting.
- We kindly ask families not to request or expect staff to care for their children privately. This policy helps protect both staff and families and ensures clear, professional relationships are maintained.
- Staff members found to be engaging in babysitting or private childcare arrangements with currently enrolled families may face disciplinary action, as this is a breach of our safeguarding and professional conduct policies.

Use of Mobile Phones and Technology

To protect the privacy and safety of all children and staff, the use of mobile phones including smart watches, laptops iPads & tablets is strictly prohibited within the nursery premises unless explicit permission has been granted by management.

Parents and carers must not use their devices to take photos, record videos, or make calls while on site. This includes during drop-off and pick-up times. Any urgent matters requiring phone use should be discussed with a member of the management team. This policy helps ensure a distraction-free, safeguarding-focused environment for everyone in our nursery community.

Alcohol, Drugs, and Incapacitation

Parents and carers must never arrive at the nursery under the influence of alcohol or drugs. This includes collecting children while impaired or behaving inappropriately due to substance use.

Incapacitated refers to a condition which renders a parent/carer unable to take responsibility for their child. This could be at the time of collecting their child from the setting or on arrival. Concerns may include:

- Appearing drunk
- Appearing under the influence of drugs
- Demonstrating angry or threatening behaviour to the child, members of staff or others
- Appearing erratic or manic

If a parent/ carer appears incapacitated an alternative emergency contact will be used to collect the child, and social services may be contacted.

If violence is threatened or the parent/ carer insists on taking the child, the police will be contacted immediately.

Social Media and Online Conduct

We understand that social media is part of everyday life, but we ask that all online interactions involving the nursery are respectful and responsible.

Parents and carers must:

- Refrain from posting photographs of children, other than their own, taken from Family, at nursery events or on the premises.
- Avoid making negative, misleading, or defamatory comments about the nursery, staff, children, or other families online.
- Recognise that public complaints on social platforms can damage the nurseries reputation and the wellbeing of staff and families.

Responding to Breaches of the Code

We take breaches of this policy seriously. Where inappropriate conduct occurs, the nursery may:

- Issue a verbal or written warning.
- Invite the parent or carer to a meeting to discuss the concern.
- Restrict or withdraw access to nursery premises for a fixed period or permanently.
- Contact external agencies, such as the local authority or police, if necessary.

Every situation will be assessed fairly and confidentially, with the primary concern being the safety and wellbeing of our children, staff, and wider nursery community.

Working in Partnership

At Goldilocks Nursery, we believe that children benefit most from early years education and care when parents and settings work together in partnership. We welcome parent input and encourage respectful, collaborative relationships. The role of parents in supporting their child's education and emotional development is fundamental to their success at nursery and beyond.

We use the term "parents" inclusively to refer to all legal guardians, birth parents, step-parents, foster parents, same-sex parents, and non-resident parents who play an active role in a child's life.

To promote meaningful involvement and strong partnerships with families, we commit to the following:

- Making all parents feel welcome and valued in our setting.
- Ensuring inclusivity for all parents, including those with disabilities or impairments.
- Regularly consulting with parents to improve our knowledge of their child's needs and to support the whole family.
- Providing access to nursery policies and checking for understanding.
- Keeping all family information confidential, unless safeguarding concerns arise.
- Seeking consent for medication, emergency treatment, outings, and the use of photographs.
- Outlining clear expectations at registration and during the settling-in period.
- Involving parents in nursery events, decision-making, and learning activities.
- Offering flexibility to accommodate parent's schedules where possible.
- Encouraging parents to share updates and relevant family information with staff.
- Holding regular meetings between key persons and parents to discuss development, concerns, or agreed support plans (e.g., SEN or safeguarding).
- Offering learning opportunities for families and directing them to helpful workshops, events, or support networks.

Complaints and Concerns

If a parent/carers has a concern, they should raise it with a member of staff in a respectful and constructive manner. We encourage families to follow our Complaints Policy, which outlines how concerns can be formally addressed if needed.

Late Collection of Children

At Goldilocks Nursery, we understand that delays can happen. However, it is essential that all children are collected on time to avoid distress and disruption to staff and routines. Our staff work hard and often have long days. We kindly ask families to arrive 10–15 minutes before the end of their child's session to allow time for a proper handover and ensure staff can finish their duties on time.

To support us:

- Please arrive promptly at or before the agreed collection time.

- Inform us as soon as possible if you are delayed.
- Keep your emergency contact details up to date.

We ask all families to respect our staff's time and responsibilities by collecting their children promptly. Parents arriving late at the end of any sessions will incur a late collection (amount varies depending on length of time, please refer to current fee structure table) Persistent lateness may result in the withdrawal of your child's place at the nursery.

Agreement to the Code of Conduct

By enrolling your child at Goldilocks Nursery, parents/ carers agree to abide by the terms outlined in this Parent Code of Conduct Policy. This agreement helps ensure the smooth running of the nursery and promotes a positive and supportive atmosphere for everyone in our community.

Thank you for working with us to maintain a positive and respectful environment for everyone at Goldilocks Nursery.