



## **Code of Conduct for Parents/ guardians Safeguarding and Welfare requirements: 3.4 – 3.8**

### **Rationale**

Little Roos Day Nurseries are committed to ensuring that all children are safeguarded whilst in our care.

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the Nursery:

### **Aims**

- That all members of the Nursery community treat each other with respect.

### **Expectation**

- That adults set a good example to children at all times, showing them how to get along with all members of the Nursery and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, proprietors, parents and carers, children and other users of the nursery premises, will not be tolerated and will result in withdrawal of permission to be on our Nursery site.

### **Responsibilities**

It is the responsibility of the management to monitor and review this policy.

### **Guidelines**

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the Nursery community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone

- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating , e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Racist or sexist comments
- Physical threats, shaking or holding a fist towards another person
- Swearing Pushing Hitting e.g. slapping, punching or kicking Spitting

Children become distressed, embarrassed and upset if you raise your voice to a member of staff. Please ask to speak to the Manager if you have a complaint and we will make sure your child does not have to witness any difficult conversations.

Unacceptable behaviour may result in the Police being informed.

The setting reserves the right to take any necessary actions to ensure that members of the Nursery community are not subjected to abuse.

Nursery premises are private property and parents have been granted permission by the management to be on site. However, in case of abuse or threats to staff, children or other parents, the Nursery may ban parents from entering the site.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance, damage to property or disturbance on Nursery premises.

The police may be called to assist in removing the person concerned.

The Nursery is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into Nursery.

Parents have the right of appeal by writing to the directors within ten days of permission to enter the Nursery premises being withdrawn.

Please note that incidents of rudeness will be logged with the directors.

Parents and Guardians can help us to maintain our responsibilities in the following ways:

**Please do:**

- Share information with staff on your child's development, health and wellbeing.
- Let us know if someone else is collecting your child and give them a password and us a description of them and provide us with a full faced photograph. (as per our Collection policy)
- Collect your child on time - if you are going to be unavoidably late then please contact the nursery to let us know.
- Feedback any suggestions and ideas to the nursery staff and management team.
- Direct any worries, concerns or complaints to the Nursery Manager, arranging a meeting if required
- Communicate with nursery about any issues in a polite and respectful manner.

**Please refrain from:**

- Collecting your child(ren) from nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses. Such a situation will be dealt with both sensitively but with seriousness.
- Discussing sensitive issues within earshot of your child or other children.
- Taking photos or videos of children other than your own but only with consent of the Owner or Manager as laid out in our Camera Policy.
- Please **DO NOT** use a mobile telephone inside the secure areas of the Nursery as laid out in our Mobile Phone Policy.

We believe the above guidance will contribute towards creating a peaceful, happy and positive atmosphere for the whole Nursery community.

October 2017- Management of Little Roos Nurseries.