



## **PARENTS AS PARTNERS AND CODE OF CONDUCT**

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Our aim is to reach a mutual understanding and highlight the nursery's responsibility towards the parents / carers in providing best care and high-quality education. We value the contribution parents make towards their child's learning.

Our responsibility to you is by:

- Providing you with information about the nursery before your child starts and throughout their time at Harmony.
- Working with you in building up a profile of your child's development and needs.
- Keeping you up to date on your child's progress.
- Being available and accessible whenever is needed.
- Key person to complete report on your child and to hold a review to discuss progress, concerns and any other related issues.
- To bring to your attention our policies, procedures and / or any change of staff.
- Providing newsletter / weekly feedback regarding the curriculum activities, events outings and general information.
- Informing you of any changes or development in childcare legislation etc.
- Providing you with information at least 60 days before any changes in the fee structure.
- Keeping you informed of the outcome of any major inspections such as Ofsted.
- Updating the parents' notice board on a regular basis.
- Keeping you informed about the parent representation or changes on the management committee and your rights to put forward your suggestions, comments and queries concerning the running of the nursery.

### **Our expectations of parents and carers**

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our nursery
- Work together with staff in the best interests of our pupils

- Treat all members of the nursery community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of nursery staff to help resolve any issues of concern

### **Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, nursery operations (including events on the nursery grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the nursery staff
- Sending abusive messages to another member of the nursery community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the nursery, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on nursery premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the nursery premises (unless alcohol has been allowed at specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the nursery premises (other than guide dogs)

### **Breaching the code of conduct**

If the nursery suspects, or becomes aware, that a parent has breached the code of conduct, the nursery will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the nursery may then:

- Send a warning letter to the parent Invite the parent into nursery to meet with the Deputy or Manager
- Contact the appropriate authorities (in cases of criminal behaviour)

- Seek advice from the Local Authority's legal team, regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the nursery site

The nursery will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Manager. The Manager will consult the Management Committee before banning a parent from the nursery site.