



DAY NURSERY AND PRE-SCHOOL
83 - 85 Hall Road
Hull
Tel: (01482) 470535

Parent code of conduct

“At Little Acorns we constantly strive to provide a secure, stimulating, and positive environment for all children. Each child’s abilities, talents and skills can be developed to reach their potential. Our wonderful curriculum is embedded by our skilled, motivated, and caring practitioners”.

Here at Little Acorns Day Nursery your child’s education and welfare are our number one priority. Our team are dedicated to making sure all children reach their full potential. We very much value our parents and carers contribution to the setting and together working towards a brighter future for all children.

We as a setting are fortunate to have a wonderful supportive community that recognises the importance of both the setting and families joining together to share our ethos and values so all children can thrive.

We expect our team to be polite and courteous and build on those trusting relationships with all our families and to follow the settings ethos, values, and pedagogy.

We expect nothing less from our parents and carers and all who associate with the nursery. Whilst we understand that from time to time there may be concerns or differences of opinion, we are happy to discuss them in a respectful manner with you. We have an open-door policy and are happy to discuss and help with any enquiries.

When discussing matters with parents we expect that all our staff are treated with respect and courtesy. We will not tolerate any member of staff being subjected to aggressive, intimidating, or violent behaviour, which causes them to feel threatened. This relates to both physical behaviour but also such comments on social media which can cause a staff member to feel threatened. Please see our violence and aggression policy for further information.

Our nursery aims.

- We are family! Take care of one another’s emotional, spiritual, and mental wellbeing
- To lay strong foundations of future generations
- Acknowledge everyone has a voice and has the right to use it freely.
- Provide a safe, secure, inviting and stimulating environment to enhance children’s learning and development.
- Support and educate children to enable them to reach their full potential.
- Above all else the children’s well-being is paramount
- To empower children to guide us in their wonderful world of learning and possibilities.
- Respect that a child is a unique individual in their own right.

Expectations from nursery

Parents and carers can expect an open and mutually respectful relationship with the setting. They can be confident that, should a concern arise, it will be taken seriously, dealt with in a timely and courteous manner and in line with existing nursery policies.

Nursery expectations from parents/carers

Whilst we expect that difficulties may arise, and these can be frustrating and may lead to having a negative impact on our relationship we expect that we keep an open, respectful dialogue to try and resolve any such occurrences. Behaviour that will not be tolerated are as follows:

- Disruptive behaviour which interferes or threatens to interfere with any of the setting's normal operation or activities anywhere on nursery premises.
- Any inappropriate behaviour on the settings 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 message or other written communications (including social media) to anyone in the nursery community.
- Defamatory, offensive, or derogatory comments regarding the nursery or any of the children, parents/staff at the setting 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 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)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs that have not been risk assessed through nursery procedures being brought into the setting (other than service dogs)
- If, during meetings staff members feel that visitors are intimidating, or rude then subsequent meetings will be held with a senior lead present or cancelled and no longer made available.

Should any of the above occur then the nursery will investigate the matter. It may be deemed suitable that the offending person been banned from entering the setting premises. If it is a physical act of aggression, then the police will be informed (see violence and aggression policy).

In the event the evidence suggests to that behaviour would be tantamount to libel or slander, then the setting will refer the matter to the company's solicitor for further action. If the matter was not libellous, slanderous or a criminal matter a letter will be sent out to the parent inviting them to a meeting. Should the parents not attend a letter will be issued asking the person to cease with the behaviour and the consequence of not doing so.

Social Media

Social media can be fun and interactive. We have a Facebook page to help our families stay connected to us. This platform is to celebrate all that we do at the nursery with the children and our families.

THINK BEFORE YOU POST

We ask that parents do not post anything negative or inappropriate on our Facebook page. If you need to question or query anything, please do so through the proper channels.

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the settings staff, parents, or children.

Inappropriate content would be:

- Identifying or posting images/videos of children
- Abusive or personal comments against staff, other parents, children, or anyone connected to the setting.
- Bringing the setting into 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 and procedures or discuss issues relating to an individual child or members of staff.
- Threatening behaviour, such as verbally intimidating staff or using bad language
- Breaching nursery security procedures

The setting takes safeguarding very seriously and will deal with any reported incidents appropriately.

We appreciate that any such incidents are extremely rare, and that the vast majority of people communicate in an appropriate and decent manner.

Implemented 19.06.23.

Reviewed:

Signed:

Sourced by: Settings own policies and procedures, GDPR, Peninsula

Associated policies: Aggression and violence Policy, parent involvement policy, Complaints policy