

Code of Conduct for parents, carers & visitors

At Winchmore Hill House Day Nursery, we are very fortunate to have a strong community feel, and we understand that the care and education of the children is a partnership between the nursery, staff and parents.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of solid working relationships to equip all our children with the necessary skills for adulthood.

For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our nursery.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our nursery about the expectations around the conduct of all parents and visitors connected to our nursery. We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is however essential. In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

The policy aims to clarify the types of behaviour that will not be tolerated and seeks parental sign up to these expectations. The policy also sets out the actions the nursery can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

Disruptive behaviour which interferes or threatens to interfere with any of the nursery's normal operations.

Any inappropriate behaviour on the 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 at the nursery on Social Media.

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)

Smoking, taking illegal drugs or the consumption of alcohol on nursery premises. (Alcohol may only be consumed during authorised events)

Should any of the above occur on nursery premises or in connection with the nursery - we may feel it is necessary to act by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the premises altogether. Thank you for abiding by this policy in our nursery. Together we create a positive and uplifting environment not only for the children but also all who work and visit our nursery.

Please, can parents/carers please make sure all persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor breaking this code then proportionate actions will be taken as follows; In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child or staff in the nursery. This will also include anything that could be seen as a sign of harassment of any member of the nursery community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander then the nursery will refer the matter to our Legal Team for further action. In cases where the code of conduct has been breached but the breach was not libellous, slanderous or criminal matter, then the nursery will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting, then the nursery will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the nursery premises. If after, this behaviour continues the parent/carer will again be written to and informed that a ban is now in place.

Note:

- (1) a ban from the nursery can be introduced without having to go through all the steps offered above in more serious cases.
- (2) Site bans will normally be limited in the first instance.

In extreme cases the nursery could take legal action against a parent into consideration the Defamation Act

2013 or Malicious Communications Act 1998

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion. In most cases we hope that all complaints and concerns can be resolved through open dialogue with your child's key person or other members of the senior management team, as appropriate.

Where you are not satisfied with the responses received, however, we would ask that you then follow the complaints procedure as laid out in our complaints and compliments policy.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various local groups managed by parents for parents, such as community Facebook pages and WhatsApp groups and they can be a wonderful source of knowledge, support and advice. We encourage you to join in and positively participate if you wish. Within these spaces however we ask that you use common sense when discussing nursery life online.

Think before you post...

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the nursery, nursery staff, parents or pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, child or member of staff.

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

1. Initially contact their key person or room leader
2. If the concern remains, they should contact the nursery manager
3. If still unresolved, senior management through the complaint's procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

1. Identifying or posting images/videos of the children
2. Abusive or personal comments about staff, children or other parents

3. Bringing the nursery in disrepute
4. Posting defamatory or libellous comments
5. Emails circulated or sent directly with abusive or personal comments about staff or children
6. Using social media to publicly challenge nursery policies or discuss issues about individual children
7. Threatening behaviour, such as verbally intimidating staff, or using bad language
8. 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.

It is also important to note if you are a parent administering a Whatsapp group, you become a “data controller” and you will be responsible for collecting and managing data in a responsible way. As a Data Controller you need to be able to meet specific GDPR requirements such as Subject Access Requests and being equipped to report any data breaches to the ICO within 72 hours.

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