



Name:	Date written:
Parent Code of Conduct	Sept 2021
Written by:	Date of Review:
Emma Holmes/ Louise Lloyd-Evans	15/9/23

Policy Statement

This code of conduct is intended to assist the Young Friends Kindergarten community to respectfully identify and resolve issues together. It is designed to guide parents and carers in their dealings with other parents, the nursery team, and the wider community to ensure the nursery is a peaceful and positive place for all that always promotes kindness.

Aims and Purpose

We recognise the need to be kind to one another and be supportive. Parents and carers naturally play a formative role in the development of a child's sense of justice, equity, and worth. It is essential that all parents, carers, and team members model acceptable behaviour when communicating within the nursery community to protect the well-being of everyone in it.

The code is written as a set of general principles rather than detailed prescriptions, which are in line with the nursery's values and expectations. It stands beside but does not exclude or replace the rights and obligations of individuals under common law.

Applicability

Parents
Staff

Definition of Terms

n/a

Overview

Policies and Procedures

Fees

Ethos

Nursery parents: general conduct towards nursery staff

Nursery staff: general conduct towards nursery parents

Procedures

Policies and Procedures

Parents.....

- Must ensure all policies and procedures are read before leaving their child in our care to ensure everyone understands what it expected and why. Failure to read these thoroughly will be considered the fault of the parent/carer and not the nursery

- Must ensure all updated or new policies/procedures are read at time of alert via Family. The sending of these alerts will be considered confirmation of your agreements
- Must understand policies outlined by the nursery are final. We value respectful input, and this may go to support future change.
- Must understand and respect that the team will have to enforce policies and procedures that may inconvenience you to protect our nursery community. Parents should be aware at these times our team are following carefully considered, reviewed and government guidelines.

Fees

- Our invoicing is in line with our funding agreement with the local Brighton and Hove Authority.
- Our exclusive and carefully planned and delivered services and experiences are included in our fees and agreed at the time of sign up.
- Fees are adjusted every Sept in line with service additions/adjustments/costs, increased staff wages, inflation, and other relevant factors.
- Refusal to pay the correct amount within the invoice period stated will result in a late fee. Consistent refusal will result in the withdrawal of childcare

Ethos

Our provision is crafted around a strong child centered ethos encompassing the 3 Pillars of Sustainability. This is a continuous journey which we will probably never fully complete. We welcome suggestions, concerns and comments that fall in line with this ethos. Please put these in writing if you have them. We are unique and it can be presumed that if you choose our nursery, it is because of our ethos.

Nursery Parents: general conduct towards nursery staff

Parents.....

- ◁ Must conduct themselves in person and online towards the nursery and each other in a way that is in keeping with nursery values.
- ◁ Must never speak or act in an intimidating, detrimental or other inappropriate manner or tone that makes a member of staff or management feel undervalued or uncomfortable either face to face or online.
- ◁ Must not talk detrimentally about the nursery setting and its practices to other parents/carers or in earshot of them. Such conversations may upset others whose children are in our careful care. Concerns should be disclosed confidentially to management who can address them professionally
- ◁ Must maintain a positive and co-operative attitude when communicating with all team members, and management on all nursery matters.
- ◁ Must approach issues using calm and respectful dialogue or where appropriate direct respectful messages to management.
- ◁ Must respect the human rights of staff members, management, and other individuals.
- ◁ Must not request to 'friend' any team members on any social networking sites. They are not permitted to accept for safeguarding purposes.

- ⌘ Must not talk in a derogatory way about the nursery, named or otherwise, on any social networking sites. This is damaging and upsetting to our nursery community. Any concerns should be raised confidentially to management where we can address them effectively. Please see Social Media Policy and complaints procedure.
- ⌘ If a conflict arises agree to follow the correct Complaints Procedure
- ⌘ Must not under any circumstances approach another child whilst in the care of nursery to discuss or chastise them because of their actions towards their own child. Such an approach may be considered an assault on the child and may have legal consequences.
- ⌘ Must respect and trust business and staffing decisions made by the nursery, however they seem on the outside, and understand details for which cannot be given for confidentiality reasons.
- ⌘ Must respect that staffing remains the sole responsibility of the directors. Decisions for a practitioner to leave Young Friends are made either by the practitioner themselves or by Young Friends as part of our policies and procedures. If a staff member leaves, parents will be informed and support for children and parents to connect with a new key person will be a priority. Buddies are in place to 'bridge the gap'. Young Friends will not enter into any further communication re. a staff member leaving with parents and the focus will be on supporting children and moving on.

Nursery staff: general conduct towards nursery parents

Our team and management will....

- 🍌 Display a non-judgmental attitude towards all people.
- 🍌 Seek to understand the situation of others.
- 🍌 Adopt a communicative, cooperative, respectful and professional attitude in working with others.
- 🍌 Work from a basis of trust.
- 🍌 Be responsible for their actions.
- 🍌 Listen to parents/carers and clearly communicate with them about their child's education.
- 🍌 Respect confidentiality over sensitive issues.
- 🍌 Ensure children are educated in a secure environment in which care, courtesy and respect for the rights of others are encouraged.



By joining the nursery and signing that you have read our policies you agree to abide by this code of conduct.

It is everyone's responsibility to inform the nursery management immediately of any breach of this Code of Conduct for the safety and well-being of our entire nursery community

I,..... (Parent/carer's signature)
have signed to clarify that I have read and understood Young Friends Parent/Carer Code
of Conduct.

External Links and Organisations

Current Ofsted Report: [Ofsted | Young Friends Kindergarten](#)

Ofsted Complaints Department: [Complaints procedure - Ofsted - GOV.UK \(www.gov.uk\)](#)

Relevant Policies and Documents

All policies

Authorisation

Signature:



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