



Parent and Family Code of Conduct

Reviewed: July 2025

Next Review: July 2026

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Our Values

Our setting thrives when families and staff work together with mutual trust, honesty, and kindness. This code of conduct supports:

- **Sustainability** – Relationships built on respect, professionalism, and shared understanding
 - **Respect** – Every individual is treated with dignity and fairness
 - **Authenticity** – Issues are raised with transparency and care
 - **Supportive Leadership** – Clear boundaries help all children and adults feel safe
 - **Community** – We are all responsible for nurturing a kind, inclusive environment
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Policy Statement

This Code of Conduct sets the standards for how parents and families engage with staff, other families, and the wider Young Friends community. It is intended to promote a peaceful, professional environment and to protect the wellbeing of all children, staff, and parents.

By choosing Young Friends, families agree to uphold this shared culture of kindness, collaboration and respect.

Purpose

- To set out clear expectations for behaviour and communication
 - To support respectful relationships between families and staff
 - To prevent and address conflict constructively
 - To protect children's emotional safety and trust in their caregivers
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Applicability

- Parents and legal guardians
 - Other family members or authorised adults collecting children
 - All staff interacting with families
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Expectations of Families

Policies and Procedures

Parents must:

- Read and understand all policies and procedures before their child starts
 - Review updates when sent via Family (this constitutes agreement)
 - Recognise that the team is required to enforce policies, even where inconvenient
 - Respect that some decisions reflect statutory guidance or safeguarding priorities
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Fees

- Invoicing is aligned with Brighton and Hove funding agreements
 - Fees cover all services and learning experiences, as agreed upon admission
 - Fees are reviewed annually and may increase in line with rising costs
 - Late or incomplete payment may incur a fee or lead to childcare being withdrawn
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Ethos

Young Friends follows a unique, values-led ethos grounded in the **Three Pillars of Sustainability**. Our approach to curriculum, staffing, and communication reflects this. We welcome suggestions that align with our ethos and ask that all concerns be made **in writing** for thoughtful consideration.

By joining our community, it is assumed this ethos is one of the reasons the nursery was chosen.

Conduct Toward Nursery Staff

Parents must:

- Speak and act with courtesy and calm towards staff, children and other families
 - Never use intimidating, aggressive, dismissive or undermining language — in person or online
 - Raise concerns confidentially with **management**, not with individual team members
 - Avoid discussing staff, setting practices or incidents with other parents — this may distress others or breach confidentiality
 - Maintain a cooperative and problem-solving approach when communicating
 - Never contact or 'friend' staff via personal social media
 - Never make public posts (including group chats) that refer to the setting in a derogatory, misleading or inappropriate way — see our **Social Media Policy**
 - Follow our **Complaints Policy** if a concern arises
 - Never approach or speak to another child about a behaviour incident. This is not appropriate and may have legal consequences
 - Trust that staffing decisions are made by leadership for ethical, legal, and safeguarding reasons — full details cannot always be shared
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If a Staff Member Leaves

Parents will be informed with appropriate notice and a plan for continuity of care. Buddies will support smooth key person transitions. We will not enter into further discussion regarding the reasons for a staff member's departure, which may relate to **confidential or sensitive matters**.

Staff Conduct Toward Families

Our team will:

- Communicate professionally, calmly and consistently
 - Listen with empathy and transparency
 - Uphold confidentiality and respect boundaries
 - Treat all families with fairness and warmth
 - Provide accurate and sensitive feedback about each child's development
 - Respond to concerns thoughtfully, and escalate where needed
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Breaches of the Code

All members of the community have a duty to report any behaviour that violates this code. This allows us to take prompt and appropriate action, whether that involves mediation, written clarification, or withdrawal of service in extreme cases.

Agreement

By signing our terms and policies at registration, you agree to uphold this Code of Conduct in all interactions relating to the setting.

Declaration

I,

(Parent/Carer Signature)

confirm that I have read and understood the Young Friends Parent and Family Code of Conduct.

External Links

- [Ofsted | Young Friends Kindergarten](#)
 - [Ofsted Complaints Procedure – GOV.UK](#)
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Relevant Policies

- [Complaints](#)
- [Safeguarding](#)
- [Social Media](#)
- [Whistleblowing](#)
- [Staff Code of Conduct](#)

- Inclusion and Equalities
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Authorisation

Signed:

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Owner and Director

Young Friends Kindergarten

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