**Code of Conduct for Parents, Carers and Visitors**

It is the aim of Hazles Farm Nursery to provide a friendly and respectful environment for all children, staff and families. The nursery staff have a duty to respect the staff code of conduct within our core policies and in turn we would like parents to take note of their responsibilities as parents and carers of children attending the setting to ensure our ethos is continued. We are committed to ensuring that all children are safeguarded whilst in our care, and so with this all-in mind, you can help us to maintain our responsibilities in the following ways:

**Please do:**

* Share information with staff on your child’s development, health and well-being.
* Let us know if someone else is collecting your child and give them a password.
* Collect your child on time – if you are going to be unavoidably late then please contact the nursery to let them know.
* Ensure you can safely transport your child to and from the nursery using age-appropriate car seat restraints.
* Discuss any worries, concerns or complaints with your child’s Key Person or the Nursery Manager, as appropriate.
* Respect decisions regarding exclusion of children due to illness.
* Adhere to agreed arrival times.

**Please refrain from:**

Shouting at, smacking or physically punishing your child(ren) or any other children whilst in the nursery and or making physical contact with children that are not your own.

Using inappropriate language or displaying aggressive or intimidating behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.

Threatening harm or physical aggression towards child, member of staff or parent.

Damaging or destroying property.

Social media, phones and emails being used to fuel complaints or concerns against our setting, children, staff or parents or being used for libellous or defamatory posts or cyber bullying.

Smoking and consuming alcohol or other drugs on site or collecting your child(ren) from nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.

Discussing sensitive issues within earshot of your child or other children or other adults.

Entering other rooms in the nursery that is not where your child is based.

Taking photos or videos of children within the nursery setting.

Using your mobile phone whilst in the nursery setting.

Contacting staff via social media sites e.g Facebook.

Commenting on other children in the setting in a disrespectful way in front of staff and children

(\*Please note that some children attending our setting may have a range of additional needs or disabilities and we ask all parents and carers to be respectful to these needs and the child’s rights to confidentiality in regards to this).

Failure to adhere to any of the above may place your child’s place at the nursery in jeopardy although this action will only be taken if all other avenues have been explored and the management feel it is the only possible course of action left open to them. The nursery believes that if the above points are adhered to a safe, friendly and respectful environment will be created.

Thank you for abiding by this policy in our setting. Together we can create a positive and uplifting environment for not only the children but also all who work and visit our setting.

If you ask any friends or relatives to bring or collect your child from the setting please ensure they are also aware of this policy.

Thank you for your co-operation.