West Derby

Liverpool

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Springgrove.nursery@hotmail.com

Registration Number EY429494

**Code of Conduct for Parents/Carers**

**Management Team: John Boyle & Phil Colligan (Proprietors)**

**Jemma Moreland (Manager) Aimee Pinnington (Deputy Manager)**

**Stephanie Reilly (3rd in Charge)**

At Spring Grove Nursery, we actively encourage all parents/carers to have full involvement in their child’s learning and development. We highly support all families that come to our nursery and we believe we want to do the best for all families. As a nursery, we expect all staff members to behave appropriately and have respect and give support to each other, this also applies to the parents/carers that attend our setting. As a nursery, we want to work in partnership with all parents/carers and for them to respect and follow our Code of Conduct whilst on the nursery premises.

**What we want/expect our parents/carers to do;**

* Share information with staff about your child’s development, health and well-being with parental consent
* Inform the management team if a different family member/friend is collecting your child so we can maintain safeguarding
* Ensure that your child is collected on time, if there is an issue with regards to that, to please contact the management team
* Ensure all feedback and any suggestions and ideas are shared with the management team and all staff
* Direct any worries, concerns or complaints to the management team
* For Parents/Carers to feel that their child is in a Safe, Secure and Loving Environment
* For Parents/Carers to feel confident and comfortable that they can approach any staff member

**What we do not want/expect our parents/carers to do;**

* Refrain from using any negative verbal or physical interactions whilst on the nursery premises. At Spring Grove, we promote a positive language and interaction environment in all aspects of the nursery
* Using inappropriate language or displaying aggressive or threatening behaviour towards staff, children and other parents/carers, either in person, on the telephone or in writing. Under no circumstances will this be tolerated
* Collecting your child/ren from nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses. Such situations will be dealt with both sensitively but extremely serious
* Discussing sensitive issues within earshot of your child or other children
* Taking photographs or videos of children other than your own, but only with consent of the management team in relation with use of camera phones and safeguarding
* Not to take a phone call whilst inside the nursery, finish off the phone call before entering the building and do not use your phone for any purposes whilst inside the nursery premises
* Breach confidentiality of matters within the nursery
* Make offensive comments or malicious acts that could bring the nursery into disrepute

Any breach of the Code of Conduct will be treated promptly and taken extremely serious. The nursery management team will endeavour to determine the appropriate course of action which may include but is not limited to any of the following procedures;

* A first and final meeting or letter being used to inform the relevant person of the outcome of the investigation and that another breach will not be tolerated. The prevention of the relevant person from attending the setting, even for arrival and collection
* The suspension and possible permanent withdrawal of a child’s place. This action will only be taken if all other avenues have been explored and the management team feel that it is the only possible course of action
* Legal intervention maybe sort if a gross misconduct of behaviour falls within the threshold of Physical or Verbal assault, serious breach of Health and Safety rules or acts in a manner which is dangerous to others and theft or violence to others