

Birdhurst Day Nursery

Code of Conduct for Parents and Carers

We are committed to ensuring that all children are safeguarded whilst in our care.

You can help us to maintain our responsibilities in the following ways:

Please Do:

- Let the Nursery know in the morning if your child is not going to be attending and the reason for the absence.
- Share information with staff on your child's development, health and wellbeing.
- Let us know if someone else is collecting your child from Nursery and give them the password you gave us at your child's initial registration.
- Collect your time on time. If you are going to be unavoidably late then please contact the Nursery to let them know.
- Ensure that you can safely transport your child to and from the Nursery using age-appropriate car seats/restraints if driving.
- Feedback any suggestions and ideas to the Nursery Staff
- Direct any worries, concerns or complaints to the Nursery Manager, arranging a meeting if required.

Please refrain from:

- Shouting at, smacking or physically punishing your child or any other children whilst in the Nursery or on the Nursery site.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.
- Collecting your child from the 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, other children or other adults.
- Taking photos or videos of children other than your own.

| This policy was adopted on | Signed on behalf of the nursery | Date for review |
|----------------------------|---------------------------------|-----------------|
| September 2025 | Ugonna Orji – Nursery Manager | September 2026 |