



Parents, carers and visitors code of conduct

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Fairyland Nursery.

Fairyland Nursery is a caring and supportive setting which aims to create a safe, happy and secure learning environment.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons, we continually welcome and encourage parents and carers to participate fully in the life of Fairyland.

The purpose of this policy is to provide a reminder to all parents and visitors to our setting about expected conduct so that we can work together to ensure a safe and positive environment for our children. It provides the expectations around the conduct of all parents, carers and visitors connected to our setting.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact the setting's manager, who will be available to meet with you and go through the issue and hopefully resolve it.

Where issues remain unresolved, please follow the setting's complaints procedure. This is available on our website www.fairylandnursery.com or a copy can be requested from the setting.

Parents, Carers and Visitors will:

- Respect the caring ethos and values of our setting.
- Work together with staff for the benefit of the children.
- Set a good example in their own speech and behaviour towards all members of the nursery community.
- Approach our nursery in a calm and respectful manner to resolve any issues of concern or to discuss and clarify specific events in order to bring about a positive solution;
- Support and reinforce the setting's policy on Behaviour.
- Respect the learning environment appropriately.
- When arriving at the nursery have consideration and respect for others when dropping off and collecting children.
- Use Social Media responsibly.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code of conduct also sets out the actions the setting can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the nursery's normal operation or activities anywhere on the setting's premises.
- Any inappropriate behaviour on the nursery premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the nursery community.
- Threatening and aggressive phone calls.
- Defamatory, offensive or derogatory comments regarding the setting or any of the children/parents/staff/ at the setting on Facebook or other sites.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on nursery premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on nursery premises or accessing the nursery site whilst intoxicated.
- Dogs being brought on to the nursery premises. (other than guide dogs).

The nursery will take appropriate action in these circumstances.

We 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 nursery.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.