



## **Code of Conduct for Parents and Carers at Wise Owls Nursery School**

At Wise Owls Nursery School 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:

- Share information with staff on your child's development, health and wellbeing.
- Let us know if someone else is collecting your child and give them the correct password stated on your child's registration form.
- Collect your child on time - if you are going to be unavoidably late then please contact the nursery to let us know. Please refer to your registration pack for terms and conditions.
- Feedback any suggestions and ideas to the nursery staff and management team.
- Direct any worries, concerns or complaints to Alison or Laura, arranging a meeting if required.

Please refrain from:

- Negative verbal or physical interactions whilst on the nursery site. We promote a positive language and interaction environment in all aspects of the nursery, so we ask all parents/carers and visitors to be aware of this.
- 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. 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 a situation will be dealt with both sensitively but with seriousness.
- Discussing sensitive issues within earshot of your child or other children.
- Using your mobile phone when on the premises.