



Parent, Carer and Visitor Code of Conduct

Our Commitment

At Clare House Nursery, we believe that children thrive when parents, carers, families, visitors, professionals and staff work together in a culture of mutual respect, kindness and open communication. Positive partnerships are fundamental to providing children with the highest quality care, education and support, enabling them to feel safe, secure and confident as they learn and develop.

We hold our staff to high professional standards and expect everyone visiting our nursery to demonstrate the same commitment to respectful, considerate and appropriate behaviour. By working together, we create a welcoming, inclusive and nurturing environment where every child, family, member of staff and visitor feels safe, listened to, respected and valued.

This Code of Conduct has been developed to support these shared values and to clearly outline the standards of behaviour expected from all parents, carers, family members, authorised collectors, visitors and professionals whilst on nursery premises or when communicating with the nursery. It also explains the action that may be taken where these standards are not met.

Together, we all share a responsibility to create a positive environment where children can flourish and where everyone is treated with dignity, courtesy and respect.

Positive Expectations

At Clare House Nursery we ask all parents, carers, visitors and professionals to work in partnership with us by:

- Treating everyone with kindness, courtesy and respect.
- Supporting the nursery's safeguarding procedures and policies.
- Working together in the best interests of every child.
- Speaking politely to staff, children and other families.
- Respecting the confidentiality and privacy of all children, families and staff.
- Following requests made by staff to ensure the safety and wellbeing of everyone on site.
- Raising any concerns promptly through the appropriate nursery procedures so that they can be resolved fairly and professionally.

Equality, Diversity and Inclusion

Clare House Nursery is committed to providing an inclusive environment where everyone is treated with dignity and respect.

We will not tolerate discrimination, harassment, intimidation or victimisation on the grounds of age, disability, race, religion or belief, sex, pregnancy or maternity, marriage or civil partnership, sexual orientation or gender reassignment, or any other protected characteristic under the Equality Act 2010.

Mobile Phones, Smart Devices and Photography

To safeguard all children:

- Mobile phones, smart watches and any device capable of taking photographs, recording audio or video must remain in pockets or bags whilst on nursery premises unless authorised by the Nursery Manager.
- Parents, carers and visitors must not photograph, video or record children or staff whilst on nursery premises without prior permission from the Nursery Manager.
- Images, videos or observations accessed through Tapestry must not be copied, shared, altered or posted on social media where they identify or include other children or members of staff.

Confidentiality

Parents and visitors may become aware of information relating to other children or families whilst attending the nursery.

We ask that all information heard or observed within the nursery remains confidential and is not discussed, shared or published either in person, online or through social media.

Safeguarding

The safety and wellbeing of every child is our highest priority.

Any behaviour which compromises the safety of children, staff or visitors, breaches safeguarding procedures or causes staff to feel threatened or intimidated will be taken extremely seriously and may result in immediate action, including removal from the premises and referral to the appropriate authorities where necessary.

Smoking, Alcohol and Drugs

Clare House Nursery operates a smoke-free environment.

Smoking, vaping, the use of illegal substances or attending the nursery whilst under the influence of alcohol or drugs is not permitted anywhere on nursery premises or within the nursery grounds.

Collection of Children

Children will only be released into the care of adults who have been authorised by a person with parental responsibility or where a parent or carer has made prior arrangements for an alternative named collector. The nursery may request photographic identification from any person collecting a child if they are not known to staff or where there is any uncertainty regarding their identity.

If staff have concerns that a person collecting a child may be under the influence of alcohol or drugs, or is otherwise unable to provide safe care, the nursery will follow its Safeguarding Policy and procedures to ensure the child's safety and wellbeing.

Staff may request photographic identification where necessary. If a person arrives to collect a child and staff believe they may be under the influence of alcohol or drugs, or are otherwise unable to care safely for the child, the nursery will follow its safeguarding procedures to ensure the child's safety.

Parking and Site Safety

To help keep everyone safe, parents and visitors are asked to:

- Drive carefully and observe speed restrictions within the nursery grounds.
- Park considerately without blocking entrances, exits or emergency access routes.
- Supervise children closely whilst entering and leaving the premises.
- Switch off vehicle engines whilst waiting where possible to reduce unnecessary emissions around children.

Digital Communication and Social Media

The standards of behaviour outlined in this Code of Conduct apply equally to all communication with the nursery, including emails, text messages, messaging apps and social media platforms.

Parents and visitors must not:

- Share confidential information about the nursery, children, families or staff.
- Publish abusive, threatening, defamatory or misleading comments.
- Create or share edited, manipulated or AI-generated images, videos or content intended to misrepresent the nursery, its staff or families.
- Impersonate members of staff or falsely represent the nursery online.

If the Code of Conduct is Breached

Where appropriate, the nursery will seek to resolve concerns through discussion. However, depending on the seriousness of the incident, the Nursery Manager may take one or more of the following actions:

1. An informal conversation to resolve the concern.
2. A formal meeting with the parent, carer or visitor.
3. A written warning confirming the expected standards of behaviour.
4. Temporary restrictions on access to the nursery premises.
5. A formal ban from the nursery site where necessary to safeguard children, families and staff.
6. Referral to the Police or other relevant agencies where behaviour may constitute a criminal offence or place others at risk.

Any action taken will always be proportionate, fair and focused on maintaining the safety and wellbeing of the nursery community.

I confirm that I have read and understood the **Parent, carer and visitor code of conduct policy** and agree to follow this at all times.

Name: _____

Signature: _____

Date: _____

