**01.12a Parents Code of conduct**

Please address all staff, children and parents/carers in a polite and respectful manner at all times.

If you have a complaint to make, please refer to nursery complaints procedure.

Please choose an appropriate time to address your complaints with staff/parents and never show discontent in front of the children.

**The use of bad language, verbal or threatening behaviour towards staff, children or parent/carers will not be tolerated.**

Whilst on nursery premises you, the parent/career, are responsible for your child/children safety and their care.

Please do not shout at or physically punish or smack your child/children whilst in the nursery.

Please don’t complain when you are charged a late fee for late collection. Our policy for this is quite clear and fair.

Please ensure that you read emails and WhatsApp messages carefully as they normally contain important information regarding the nursery or the children.

Please share relevant information regarding your child/children with staff. Good communication between staff and parents/carers promotes positive relationships and it is beneficial that we all work together.

In any event that the above rules are breached, the nursery Disciplinary Procedure will be followed, that is:

* Verbal warning.
* Written warning.
* Dismissal/loss of nursery place.

*Updated 24/08/2022*