



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.