Blackhall Nursery

Parent and Carer Code of Conduct

Our community thrives when parents, carers, staff, and children work together guided by shared values. This Code of Conduct outlines the expectations for how all parents and carers engage with our Nursery, ensuring a safe, nurturing, and positive environment for everyone.

Our Values
Our Nursery's values underpin everything we do and how we expect everyone to behave. They apply equally to children, staff and parents/carers. These values are reviewed in consultation with nursery families every three years. Our values are:

Respect

- **Courteous Interactions:** Speak to all staff, children, and families courteously and thoughtfully, recognising the dedication of those who care for your child. We are committed to providing a safe working environment for all staff. Any behaviour that compromises staff wellbeing or safety will be taken seriously and addressed promptly.

- **Calm Collaboration:** Value differences in opinion; discuss concerns calmly and constructively through appropriate channels.

- **Role Modelling:** Model respectful communication in person, on communication apps, and online, understanding that young children learn by watching adults.

Responsibility

- **Smooth Routines:** Support your child's wellbeing by encouraging regular attendance and arriving on time for smooth drop-off and pick-up transitions.

- **Safety Procedures:** Follow nursery procedures strictly, including ensuring no food is left in children's bags, children do not leave the nursery gate without you at pick up and the suncream policy is followed.

- **Responsible Feedback:** Concerns should be raised directly with staff or management. Public criticism, including on social media or messaging platforms, is not appropriate and can undermine the trust and safety of our community.

- **Appropriate Communications:** Communication with staff should be respectful and within appropriate hours, recognising staff wellbeing and professional boundaries

Inclusion

- **Welcoming Environment:** Celebrate diversity and ensure all members of our nursery community feel welcome and valued.

- **Zero Tolerance:** We have zero tolerance for discrimination based on race, ethnicity, religion, disability, gender, sexual orientation, or family background

- **Early Friendships:** Encourage your child to build friendships and respect peers from all backgrounds, cultures, and abilities.

Kindness

- **Empathy and Patience:** Approach daily interactions with staff and other families with empathy, patience, and care.
- **Supportive Culture:** Recognise that everyone benefits from encouragement and understanding, especially during stressful transition times.
- **Cooperative Spirit:** Offer support to others in need and help foster a warm, cooperative, and welcoming nursery culture.

Confidence

- **Trusting Partnerships:** Trust in the nursery's commitment to doing what is best for every child's early development and learning.
- **Safe Exploration:** Encourage your child to express themselves, try new things, get messy, and learn from mistakes in a safe environment.
- **Shared Goals:** Engage positively with centre initiatives, updates, and communication, showing confidence in our shared goals.

Integrity

- **Honest Communication:** Act honestly and ethically in all dealings with the centre, including sharing vital information about your child's health or wellbeing.
- **Confidentiality:** Uphold strict confidentiality regarding other children and families; never share photos or details of other children online.
- **Fairness:** Demonstrate fairness and consistency in your words and actions across the entire nursery community.

Unacceptable Behaviour

The following behaviours are not acceptable in our nursery community:

- Use of aggressive, threatening, or abusive language towards staff, children, or other families;
- Physical intimidation or violence;
- Harassment, including repeated or excessive messaging, or inappropriate contact outside nursery hours;
- Posting negative or harmful comments about the nursery, staff, or families on social media;
- Discriminatory or prejudiced language or behaviour;
- Breaching confidentiality, including sharing images or information about other children.

Such behaviours may result in immediate action.
Where this Code of Conduct is not followed, the nursery may take appropriate action, including:

- Informal discussion and reminder of expectations
- Formal meeting with management
- Written warning
- Restriction of access to the nursery premises
- In serious cases, termination of a child's place in line with nursery policies

All adults in our community share responsibility for safeguarding children. Behaviour that places children at risk or undermines safeguarding procedures will be treated with the utmost seriousness.

By following this Code of Conduct, parents and carers help build a nursery community where everyone can succeed, feel safe, and belong. By enrolling your child at Blackhall Nursery you agree to comply.

This policy was adopted on 11.06.2026