

PARENT CODE OF CONDUCT POLICY

We pride ourselves in having positive relationships and viewing parents as partners throughout all of our settings.

We believe communication is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration towards others using acceptable verbal and nonverbal language. At no time will aggressive or offensive language be acceptable from anyone whatever the circumstances may be.

No parent or adult is permitted to swear or use other inappropriate language within the nursery at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If any parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language and in private without aggression or intimidation.

We have 'Zero Tolerance' for any parent/carer raising their voice, shouting or using any intimidating or threatening behaviour towards a member of staff, child or any other parent/carer.

Parents/Carers who choose to ignore, or not respect the nurseries values will have their Childcare services terminated with immediate effect.

This policy was reviewed on: 18th June 2026

By: Lucy Whitehead (Managing Director)