

## **NURSERY CHILDCARE POLICY – CODE OF CONDUCT FOR PARENTS, GUARDIANS, VISITORS & CONTRACTORS**

### **CODE OF CONDUCT FOR PARENTS & GUARDIANS**

#### **POLICY STATEMENT**

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 way:

Please do:

- Share information with staff on your child's development, health, and well-being.
- Let us know when leaving your child at Nursery if someone else will be collecting them. Ensure that passwords on registration documents and permission slips are up to date and amended accordingly.
- Ensure all personal information including telephone numbers, address, Health Visitors details etc. are kept up to date.
- Understand that it is parent's responsibility to leave their child at nursery ready to start the session. This includes, ensuring they are left clean & dry if in nappies. Parent's can either hand over children to staff at the door or bring them into the playroom.
- Feedback any suggestions or ideas to the Nursery staff in your child's room or to the Nursery Manager/Deputy Manager.
- Direct any worries, concerns or complaints to the Nursery Manager or Deputy Manager.

#### **MAKING A COMPLAINT**

As Early Years Practitioners we are committed to providing the highest levels of service. However, we are aware that from time-to-time things may go wrong and parents may be unhappy with the service provided. To deal with this we have the following procedure.

Complaints will be classified as informal or formal. Complainants will always be notified of the outcome within 28 days of receiving the complaint.

#### **INFORMAL COMPLAINT**

An informal complaint is defined as one received verbally and should be made to the person you are concerned about as they are most likely to be able to respond quickly and put things right, you may also speak to their line

manager. We will make a record of your concern and agree with you the best way and time to get back to you. If you are unhappy with the outcome, then you have the right to contact the Nominated Person – [jcallaghan@sthelens.ac.uk](mailto:jcallaghan@sthelens.ac.uk) 01744 623310

### **FORMAL COMPLAINT**

A formal complaint is defined as one received in writing and is usually only made as a last resort when you feel that an informal complaint has not addressed your needs. If this is the case, you should contact OFSTED Helpline/Complaints 0300 123 4666 or get in touch at: [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)

Please refrain from:

- Smacking or physically punishing your child, or any other children whilst in the Nursery.
- Using inappropriate language or displaying aggressive or threatening behaviour towards staff, children, or other parents.
- Collecting your child from nursery if you have consumed any substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child, other children, or other adults (please ask to discuss in private).
- Taking your mobile phone out of your pocket/bag once you have entered the Nursery reception area.

### **CODE OF CONDUCT FOR VISITORS & CONTRACTORS**

#### **POLICY STATEMENT**

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 way:

Please do:

- Follow the College procedure of signing in and obtaining a visitor badge at the Main Reception Area.
- Once at the Nursery, sign in our visitor's book, and hand over any mobile phones to the Nursery Manager/Deputy Manager. These will be securely locked away until your departure.
- Follow the instructions of staff as to which areas of the Nursery you are permitted to access.
- Treat children and staff with respect, ensuring children's personal space and privacy are respected.
- Report to the Manager any concerns you might have about staff conduct, or children's well-being.

Please refrain from:

- Picking up, shouting at, or disciplining children. Please inform staff of any situation you may come across that may require their attention.
- Crowding around children as this can feel intimidating to them. Please kneel to their level when talking to them.
- Using inappropriate language or displaying aggressive behaviour towards the staff, children, or parents.
- Discussing sensitive issues within earshot of children.
- Leaving tools, bags, or other equipment unattended or within reach of children.

### **SCOPE OF THE POLICY**

This policy applies to all parents, children, and staff of the Childcare Facility.

### **ASSOCIATED POLICIES**

- Safeguarding & Child Protection
- Equality & Inclusion
- Health & Safety
- Special Educational Needs
- Communications
- Maintaining Children's Safety & Security on The Premises
- Working in Partnership with Other Agencies
- Emergency Lockdown
- Admissions & Registration
- Parental Participation
- Record Keeping & Confidentially
- Induction of Staff & Students
- Nappy Changing
- Data Protection & Sharing of Information
- Whistleblowing
- Supervision
- Staff Behaviour
- Internet Use

### **ACCESS TO THE POLICY**

This policy will be issued to all Childcare Practitioners and made available to the users of the Childcare Facility. A copy of all policies & procedures will be kept in the Managers office and in the reception area for parents/carers to access.

### **POST-HOLDER TO CONTACT**

Director of marketing, recruitment & customer relations

Date of Issue: October 2008	Revised: May 2014	Revised: May 2018 January 2022
--------------------------------	----------------------	--------------------------------------