



### **Code of Conduct Policy for Parents and Carers**

It is the aim of the nursery to provide a friendly and respectful environment for all children, staff and families. The nursery staff have a duty to respect the staff code of conduct and in turn we would like parents to take note of their responsibilities as a parent to ensure our ethos is continued. We are committed to ensuring that all children are safeguarded whilst in our care, and so with this in mind, you can help us maintain our responsibilities in the following ways:

#### **Please do:**

- Share information with staff on your child's development, health and well-being.
- Let us know if someone else is collecting your child and give them the password from your contact form.
- Collect your child on time - if you know you are going to be unavoidably late, please contact the nursery to let them know.
- Ensure you can safely transport your child to and from nursery using age-appropriate car seat restraints.
- Inform the nursery by telephone if your child is not going to attend on their pre-determined days. This is particularly important if your child receives government funding.
- Discuss any worries, concerns or complaints with your child's key person or the Nursery Manager, as appropriate.
- Respect decisions regarding exclusion of children due to illness.
- Adhere to arrival times that you have booked in for. Please do not arrive early as we will not open the door or ask you to come back at your correct arrival time.

#### **Please refrain from:**

- Using inappropriate language or displaying aggressive or intimidating behaviour towards staff, children or other parents/carers either in person, on the phone, via social media or in writing.
- Shouting at or physically punishing your child(ren) or any other children whilst in the nursery.
- Collecting your child(ren) from nursery if you have consumed alcohol, medication or other substances that may affect your judgement or responses. Please refer to our Arrivals & Departures policy.



- Discussing sensitive issues within earshot of your child or other children or other adults. Please ask to make use of the office if you need to discuss personal or sensitive issues.
- Taking photos/videos of any kind within the nursery's parameters, this includes the garden.
- Using your mobile phone whilst in the nursery or in the garden.

The nursery reserves the right to withdraw or terminate a child's place, with immediate effect or following written notice, where there is a serious breach of this contract, a breakdown in relationship between the nursery and the parents, nursery policies, or procedures, including but not limited to inappropriate, abusive, threatening, or disruptive behaviour by a parent/carer or child, non-payment of fees, or failure to comply with safeguarding, health and safety, or welfare requirements. Any decision will be made with regard to the wellbeing and safety of children and staff in line with the Early Years Foundation Stage (EYFS) framework. Written confirmation will be provided, and any outstanding fees will remain payable in accordance with this agreement.

### **Termination of Contract**

Either party may terminate this agreement by providing a full calendar months written notice.

The nursery reserves the right to terminate the contract immediately if:

- Fees remain unpaid
- There is a serious breach of nursery policies
- A child's needs cannot be safely met
- Behaviour of a parent/carer or child is deemed inappropriate or unsafe
- False or misleading information has been provided

**All outstanding fees remain payable.**



Failure to adhere to any of the above may put your child's placement at Rainbow Montessori Nursery School in jeopardy.

This nursery believes that if the above points are adhered to a safe, friendly, and respectful environment will be created.

Thank you for your consideration.

Signed on behalf of the Owners/ Managers: Hayley Wade

Date: 1<sup>st</sup> April 2026    Review date: April 2027