
Parent and Carer Code of Conduct Policy

Version 1 · Adopted 23 September 2026 · Next review due 23 September 2027

1. Purpose and scope

At Circadian Nest Nursery, we believe children thrive when families and staff work together in a spirit of openness and mutual respect. The vast majority of our interactions with parents are warm, positive and collaborative, and we are grateful for the trust families place in us.

Our staff work tirelessly for the children in our care. Alongside caring for, teaching and supervising children throughout the day, they record meals, sleeps, nappy changes and learning observations on our communication platform, and share photographs and videos of the children's day where families have given consent, so that every family knows exactly how their child's day has gone. Much of this goes beyond what the statutory framework requires. We do it because we believe families deserve that level of openness.

In return, we ask that our staff are treated with respect. This policy sets out the standards of behaviour we expect from parents, carers, authorised collectors and visitors, and the action we will take where those standards are not met. It applies at the nursery, in the grounds and entrance area, and in all communication with us, including by telephone, email, our communication platform and social media.

This policy forms part of our policies and procedures. Under Section 18 of the Parent Contract, parents agree to read and follow them, and under Section 19 we may end a childcare place where they are breached. The policy applies to families joining the nursery from the date they sign their contract, and to existing families from the date they are notified of it.

2. Our commitment to you

We will treat you and your family with courtesy and respect, communicate openly about your child's care, investigate any concern properly and respond within the timescales in our Complaints and Compliments Policy, keep your information confidential, and apply our policies consistently to every family.

3. What we expect from you

- Treat staff, children, other families and visitors with courtesy and respect at all times.
- Follow our policies and procedures, including those covering illness and exclusion, collection and passwords, allergens, mobile phones and photography.
- Raise any concern through the channels in Section 4, so that it can be looked into properly.
- Allow staff to focus on the safe care and supervision of children during sessions and at handover.
- Keep us informed of changes to your child's health, contact details, authorised collectors or circumstances.
- Respect the privacy and confidentiality of other children, families and staff.

4. Raising concerns

We welcome feedback and take every concern seriously.

Concerns should be raised with the Manager or the Director, in writing by email or in person at an arranged time. Room staff are responsible for the care and supervision of children and are not able to hold detailed discussions at drop-off or collection.

Where a member of staff asks you to arrange a time with the Manager, we ask that this is respected.

Formal complaints are handled under our Complaints and Compliments Policy, and we will respond within 20 working days.

Raising a concern or complaint will never, on its own, affect your child's place or the care they receive. This policy is concerned with how people behave, not with the fact that a concern has been raised.

5. Behaviour we will not accept

- Abusive, offensive, discriminatory, threatening or aggressive language or behaviour, in person, by telephone, in writing or online.
- Shouting at, intimidating, belittling or humiliating a member of staff, including in front of children or other families.
- Physical aggression or violence of any kind.
- Racist, sexist, homophobic or other discriminatory remarks or conduct.
- Allegations against staff that are malicious or knowingly false, or that are made in a hostile, personal or persistent manner.
- Repeatedly pressing staff on a matter that has already been answered, or demanding immediate responses, including outside nursery hours.

- Demands that prevent staff from supervising and caring for children safely, or that would require them to act contrary to our policies or statutory requirements.
- Threatening, confronting or physically handling another family's child.
- Knowingly withholding or giving false information that puts a child at risk, including a serious allergy, a medical condition, or an illness for which a child should be excluded.
- Filming, recording or photographing staff, children or families without consent.
- Posting comments or images online that identify, criticise or abuse our staff, children or families.
- Bringing a weapon or illegal drugs onto the premises, or deliberately damaging property.
- Attending the premises under the influence of alcohol or drugs.

6. Unreasonably persistent contact

Every concern will be investigated fully and fairly. Once a matter has been investigated and responded to under our Complaints and Compliments Policy, we may decline to reopen it unless new information is provided, and we will confirm this in writing. Where contact about a closed matter continues, we may limit communication to a single named point of contact and to writing.

7. Protecting our staff

Our staff have the right to work without fear of abuse, intimidation or harassment, and we take that responsibility seriously.

Staff are expected to report any incident of unacceptable behaviour to the Manager or Director. All reports are recorded, including the date, time, what was said or done, and who was present. Individual incidents may be considered alongside any previous incidents when deciding what action to take under Section 8.

Staff may end any conversation in which they are being shouted at, sworn at or intimidated, and refer the matter to the Manager or Director. Serious incidents will be reported to the police.

8. How we will respond

Where this policy is breached, we will normally:

- Address it with you. The Manager or Director will speak with you about the behaviour and what must change, and confirm this in writing. This letter will make clear that any further breach may result in your child's place being ended.
- End the childcare place. Where the behaviour continues, or a further breach occurs, we will end the childcare place under Section 19 of the Parent Contract, confirmed in writing with reasons and with notice in line with the contract.

We may invite you to a meeting with the Manager and Director at any stage. Where a breach places a child at risk, or falls within Section 9, we may move straight to ending the place without a prior written warning.

9. Immediate termination

The nursery reserves the right to end a childcare place with immediate effect, without notice and without following the stages in Section 8, where a parent, carer, authorised collector or visitor:

- is violent, or threatens violence, towards any person;
- is abusive, aggressive or intimidating towards staff, children or families;
- behaves in a racist, discriminatory or harassing manner;
- makes allegations that are found, after investigation, to be malicious or knowingly false; or
- behaves in any way that places the safety or welfare of children, staff or others at risk.

Where a place is ended with immediate effect under this section, the child's care ends that day, but because the place has ended as a result of a breach by the family, the family pays fees in lieu of the notice they would otherwise have had to give: four weeks' fees for private and top-up hours. No fees are charged for government-funded hours. If the nursery fills the place with another child during that period, fees for the overlapping days are refunded. For fully private families, the holding deposit is set against these fees. Any fees already paid beyond that are refunded, less any sums owed (Parent Contract, Section 19). We may also restrict access to the premises, require an alternative authorised collector, and report the matter to the police.

The welfare of children is always our first consideration. A child is never blamed for an adult's behaviour, and any safeguarding concern will be managed under our Safeguarding Children and Child Protection Policy.

10. Fairness and review

This policy applies to all families equally and in line with our Inclusion and Equality Policy. Where a disability or health condition affects how someone communicates, we will make reasonable adjustments in how we apply this policy, while still protecting our staff from abuse.

Any decision made under this policy may be reviewed by the Director on request, made in writing within five working days. The Director will consider any new information and give a final written decision. A decision under Section 9 takes effect immediately and is not paused while a review takes place.

This policy is reviewed annually.

Related policies

- Complaints and Compliments Policy
- Safeguarding Children and Child Protection Policy
- Sickness and Illness Policy
- Inclusion and Equality Policy
- Health and Safety Policy
- Mobile Phone and Electronic Device Use Policy

Adopted (initial)	Reviewed	Next review	Signed on behalf of the nursery
23 September 2026	23 September 2026	23 September 2027	Suhail Farooq, Director