

Smallworld Day Nursery, Preschools and Link Clubs Ltd

[www.smallworldpreschoolsandlinkclubs.co.uk](http://www.smallworldpreschoolsandlinkclubs.co.uk)

Leftwich: 01606 45422 / Sandiway: 01606 882821

**Parent/Carer Code of Conduct**

**Conduct**

Smallworld Day Nursery and Pre-school believe communication is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration toward others, using acceptable verbal and nonverbal language.

At no time will aggressive or offensive language be acceptable from anyone whatever the circumstance may be.

No parent or adult is permitted to swear or use other inappropriate language within the vicinity of school grounds 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 a 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, using intimidating or threatening

behaviour towards a member of staff or other parents/carers. If such behaviour occurs, the Police and other appropriate authorities may be contacted, and action taken.

Parents must be responsible for, and in control of their behaviour, at all times.

Smallworld does not condone corporal punishment of children, and such acts are not permitted. While verbal reprimands may be appropriate sometimes, it is not appropriate for parents

to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress.

Parents are always welcome to discuss any concerns in a calm and appropriate fashion with members of staff in private, and not at times when other members of the public are around or at times that are busy in the setting. This can be done by request or appointment. The care of the children will always take priority.

**Breach of Code of Conduct**

Any breach of the code of conduct will be treated promptly and taken very seriously.

Should staff be presented with a difficult or volatile situation, and they feel that an individual is at

immediate risk of harm, the Police will be contacted, and their assistance requested to help deal with the situation. Appropriate action will be taken following advice from the Police.

If we are unable to meet your needs, or our standards do not meet your requirements, we respect

your right to choose alternative facilities.

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