Little Monsters Day Nursery Parent Code of Conduct

Introduction
Little Monsters Day Nursery is committed to providing a safe, respectful, and inclusive environment for all children, families, and staff. We expect all parents, carers, and visitors to behave in a manner that always supports this ethos.

We recognise that concerns may arise; however, all communication must remain respectful. While we aim to accommodate families wherever possible, some policies and statutory requirements are beyond our control.

This Code of Conduct outlines the standards of behaviour expected to ensure the wellbeing and safety of our nursery community.

Expectations of Parents, Carers, and Visitors All parents, carers, and visitors are expected to:

- Treat staff and others with respect and courtesy always
- Communicate concerns in a calm and appropriate manner
- Inform the nursery of any absences or late arrivals
- Adhere to agreed drop-off and collection times
- Respect the confidentiality of children, families, and staff
- Ensure children are fit to attend and follow health and safety procedures, including medication requirements
- Pay all fees promptly in accordance with contractual agreements
- Follow all nursery policies and procedures
- Take responsibility for their child immediately upon collection
- Comply with safeguarding requirements, including restrictions on mobile phone use on site
- Engage positively with nursery activities where possible

Unacceptable Behaviour
The following behaviours are not acceptable and may result in action being taken:

- Use of abusive, threatening, or offensive language or behaviour
- Disruption to nursery operations or events
- Physical or verbal intimidation or confrontation
- Damage to nursery property
- Inappropriate or defamatory communication, including via social media
- Approaching or disciplining another person's child

- Smoking, alcohol consumption, or drug use on nursery premises

Serious incidents may be reported to the appropriate authorities.

Breach of Code of Conduct
Where this Code is not followed, the nursery will take a staged approach:

Stage 1: Verbal discussion (recorded and witnessed)
Stage 2: Formal written warning from the Nursery Manager
Stage 3: Final written warning issued by the Nursery Manager, including notice that the child's place may be withdrawn
Stage 4: Termination of the childcare contract in cases of serious or continued breaches

The nursery reserves the right to take immediate action in response to serious incidents.

Commitment
Little Monsters Day Nursery is committed to addressing concerns fairly and consistently while maintaining a positive environment for all. We thank all families for their cooperation.

Policy Adoption
Signed on behalf of Little Monsters Day Nursery: Shweta Ganger

Date: 17/04/2026
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