



Code of Conduct

“Children usually feel more confident and positive about themselves and their learning when Parents/Guardians and Practitioners work together in an atmosphere of mutual respect.”

(EYFS – Effective practice: Parents as Partners).

A code of conduct in early years settings outlines the professional, ethical, and legal standards required of practitioners. It prioritises child safety, inclusion, and professional boundaries, ensuring all staff act as positive role models. Specifically, a Parent Code of Conduct in early years settings outlines expected behaviours to ensure a safe, respectful, and collaborative environment. These policies help protect children, staff, and families by setting clear boundaries for communication, conflict resolution, and on-site conduct.

The Oxford Nursery recognises that to help children feel valued and to enhance the learning and development of those who attend our setting, a positive and effective partnership between Parents/Guardians is essential and will be encouraged at all times. We call this ‘Parents in Partnership’.

“Successful relationships become partnerships when there is good communication and Parents and Practitioners really listen to each other and value each other’s views and support in achieving the best outcomes for each child.”

(EYFS- Effective practice: Parents as Partners).

The Oxford Nursery will always strive to provide a safe, welcoming and happy environment for the children and families that access our service. We firmly believe that by working together Parents/Guardians and Educators can provide long lasting and beneficial effects on the children’s learning and emotional well being. We always hope the effects of those good relationships formed at nursery extend far beyond the short time the children attend our nursery.

This policy is to be used as a guide for all Parents/Guardians, Volunteers, Staff, Extended Family, Visitors and Professionals who access our setting. We take our responsibility very seriously to provide a comfortable, safe and happy environment for all the children, staff, parents and visitors where the rights of everyone are considered at all times.

The Oxford Nursery places great value on:

- The physical and emotional well being of the children and staff: As a first priority, meeting the individual needs of all children lies at the heart of the EYFS. We will, in close partnership with Parents/Guardians, strive to deliver personalised learning and development and care to help children get the best possible start in life. Second only to our children comes the physical and emotional well being of the adults in our environment.
- Providing an open, welcoming environment where everyone's contribution is valued, respected and positively encouraged.
- Promoting positive attitudes to diversity and difference within all children, helping them to learn and to value different aspects of their own and other people's lives.
- Encouraging Parents/Carers to support, participate in and have an understanding in the day to day Early Years Foundation Stage activities that we provide for the children.
- Providing a safe and secure environment, in which children will thrive, staff will feel supported valued and respected, and parents will feel that their views and opinions are important.

To ensure the general smooth running of the setting and promote the best outcomes for our children due regard should be given to the following:

Safeguarding and Child Welfare

- **Prioritise Safety:** The welfare and safety of children must always come first. Practitioners must know the signs of abuse and follow the setting's child protection procedures immediately.
- **Appropriate Intervention:** Interventions, such as physical restraint, should only be used to prevent harm to the child or others, and strictly in line with training and setting policies.

Role Modelling: Staff must model positive, calm behaviour, promoting healthy habits and respect for others.

- **Following Routines:** Parents must adhere to the setting's policies regarding drop-off and collection times, signing-in procedures, and informing staff if someone else is picking up their child.

Safeguarding and Confidentiality: Parents must respect the privacy of other families and should not share any information they may inadvertently see or overhear about other children. Parents should strictly adhere to the no mobile phone on premises policy and should rigorously follow all aspects of The Oxford Nursery's safeguarding policy including data storage and handling, being mindful NOT to store any information that relates to other children within the setting without the written approval of the child's parent.

Inclusion and Equality

Individualised Care: Every child must be valued and respected as an individual. Practitioners must ensure no child is discriminated against or disadvantaged due to their background, culture, religion, or additional support needs.

UNCRC Alignment (United Nations Convention on the Rights of the Child): Practices should align with the rights of the child, encouraging them to actively participate in their own learning and development.

Health and Safety Our policies and procedures are always available on request. Parents can find copy of key policies such as safeguarding children as well as be alerted to specific safety matters on our FAMLY app as concerns arise

Specifically...Operational & Safety Boundaries

Punctuality: Parents must adhere to drop-off and pick-up times and notify the management team immediately if they are running late.

Car Park Parents must follow all safety rules pertaining to the use of the car park (See Car Park policy)

Safeguarding & Authorized Pick-ups: Children must only be collected by authorized adults with appropriate passwords or prior written consent. Parents must not pick up children while impaired by alcohol or drugs.

Health & Illness: Parents are required to keep unwell children at home according to nursery exclusion periods and must share relevant information regarding their child's health or well-being.

Third-Party Interactions: Parents should not approach or attempt to discipline another child directly for an incident that happened at the nursery.

Procedures upon enrolment of child(ren). Compliance with all policies and procedures is essential.

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 and respectful behaviour. At no time will disrespectful, aggressive or offensive language or behaviour be acceptable from anyone whatever the circumstance may be.

Discipline issues with the children are the responsibility of the staff during the working day and as such any concerns about behaviour should be referred to them directly. Children's behaviour should only be discussed at appropriate times between carers as part of their day to day job or between carers and/or managers and parents/guardians at handover times or specific meetings. Behaviour issues are a sensitive and confidential matter between the nursery staff and the parents of that particular child...confidentiality must be considered at all times. Staff members may not shout at the children and are discouraged from raising their voices to discipline a child but rather use positive behaviour management strategies. Behaviour management becomes the responsibility of the parents when they are on the premises at drop off and collection times and we insist the behaviour management is positive and in line with our Positive Behaviour Policy but The Oxford Nursery staff have the right to intervene if the behaviour is contrary to daily acceptable norms.

Respect- We are an inclusive setting and we celebrate diversity. Everyone is valued and respected equally and we aim to promote positive attitudes to diversity and differences within all people.

Confidentiality:- Is paramount and everyone is expected to comply with the setting's confidentiality policy with essential regard to safeguarding children at all times. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults.

Professional Boundaries

Communication: Practitioners must maintain clear, professional relationships with both children and parents. Sharing personal contact details or engaging with families on personal social media accounts is strictly prohibited.

Confidentiality: Any sensitive information regarding children, families, or staff must be kept strictly confidential and only shared with authorised personnel or external agencies on a need-to-know basis.

Respectful Communication: Respectful communication between parents and nursery settings is the foundation of a child's wellbeing and development. It relies on a two-way partnership built on trust, consistency, and open dialogue.

Tone and Manner: Parents are expected to communicate in a calm, polite, and constructive manner with staff, other parents, and children.

Addressing Grievances: Concerns should be directed to the appropriate member of staff through established channels such as using the FAMLY app (e.g., at appropriate/pre-arranged appointment times or via the setting's complaints procedure). Confrontational behaviour should NEVER occur in front of children.

Social Media and Gossip: Parents are asked to refrain from posting derogatory or confidential comments about the nursery/school, staff, or other children on social media or gossiping on the premises.

Conduct:- Always act in the best interests of other people.

For this policy to be effective everyone concerned must take ownership and assume responsibility of it. To ensure that this happens:

The Management will always endeavour to abide by the standards of conduct as set out in this policy. Managers will ensure that this policy is accessible either on the website or upon request at the setting and that all volunteers, students and visitors are made aware of the **Parent Information Board**. Managers will refer to this policy as required and make sure this policy is reviewed annually or as required.

Management's Responsibilities

Fair Enforcement: Management must implement and enforce the code of conduct consistently, dealing with breaches promptly and taking them seriously.

Professional Resolution: Managers are expected to handle parent complaints and concerns in an objective, private, and timely manner.

Safeguarding Duty: Leadership has an obligation to contact local authorities or police if a parent, guardian or carer poses an immediate physical threat (including any part of the abuses such as Emotional or Psychological, Physical, Neglect, Sexual, Bullying, Domestic, Financial or Material, Modern Slavery and Human Trafficking, Discriminatory, Organisational or Institutional and Self Neglect. Please refer to The Oxford Nursery Safeguarding Policy for further information. In addition leadership has an obligation to contact local authorities or police if a parent, guardian or carer violates a formal banning order from the premises.

The staff will endeavour to

Abide by the standards of conduct as set out in this policy.

Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.

Work with colleagues, management and parents/guardians to provide an environment that encourages positive communication and feedback. Your views and opinions are valuable in enabling us to evaluate our service and make changes where necessary to improve.

Act as positive role models at all times.

Provide policies and procedures upon request to ensure that Parents/Guardians understand the workings of the environment

Abide by the standards of conduct as set out in this policy.

Professional Appearance and Conduct

Dress Code: Practitioners should wear appropriate, practical, and safe clothing that allows for free movement. Branding or logos should adhere to the setting's policy, and attire should not be offensive or overly revealing.

Fitness to Practice: Staff must never be under the influence of alcohol or substances that impair their ability to care for children. Any personal health issues that could affect performance must be reported to a line manager.

Device Use: Mobile phones and personal electronic devices are strictly prohibited in the nursery or any areas where children are present to safeguard against inappropriate use.

Key Behavioural Expectations

Respectful Communication: All interactions should be polite, constructive, and free from aggressive, abusive, or intimidating language. Confrontational discussions must not occur in front of children or other families.

When using language translation support apps: Both the nursery party and parent must be aware that direct translations do not always serve well or allow for cultural 'faux pas' (including embarrassing or tactless social blunders). There should therefore be a calm response from either party to seek clarification. Accusatory or inflammatory responses are never helpful and using words such as 'Racist', 'Prejudiced' or 'Discriminatory' are deemed aggressive and choice of words in language is critical to maintain good relations and avoid disrespect, offence and ultimately conflict.

Zero Tolerance for Violence: Physical aggression or threats of harm toward staff, children, or fellow parents are strictly prohibited.

Social Media & Defamation: Parents are expected to refrain from posting defamatory, derogatory, or threatening comments about the nursery, staff, or other students online.

Dispute Resolution: Concerns must be raised through appropriate channels (e.g., the key person, nursery manager, or official complaints policy) at scheduled times, rather than impulsively in the classroom.

Physical and Behavioural Conduct

Zero Tolerance for Aggression: Physical violence, verbal abuse, swearing, discriminatory language, or intimidation will not be tolerated under any circumstances.

Discipline: Parents are expected to manage their own children's behavior while on the premises to ensure safety. Parents should never approach or discipline another person's child directly; instead, any issues should be reported to staff.

Prohibited Items: Smoking, vaping, and the consumption of alcohol or illegal drugs are strictly forbidden on the premises.

Continuous Professional Development

Knowledge Maintenance: Practitioners must keep up to date with sector standards and statutory requirements (e.g., [EYFS Statutory Framework](#)).

Reflective Practice: Staff are expected to continually engage in training, supervisions, and peer reviews to improve their knowledge and understanding.

Breach of the Code of Conduct

Any breach of the code of conduct by staff, Parents/Guardians, volunteers or visitors will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated.

A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children.

The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left open to them.

The use of mobile phone or other recording devices to film, record an incident or use as a surveillance device is strictly prohibited under safeguarding children rules and any activity of this nature suspected will be reported to the police immediately.

If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation.

Any decision to exclude an individual or family is the right of the management in an effort to eradicate abusive and intolerable language and/or behaviour and keep everyone at nursery safe from any harm in it's different forms including both physical and emotional. Any issued exclusion may be final and without review.

COVID TIMES (Historic Information)

Covid undoubtedly presented many additional challenges that affected the smooth running of the nursery. The nursery Staff, Management and Directors made decisions based on the Safeguarding and Health and Safety of the Children, Staff and everyone associated with the nursery to assist in the safe functioning of the nursery. From time to time these often very difficult decisions might not have been well received by some and rest assured we took no pleasure in causing anxiety and inconvenience. We asked that everyone responded appropriately both in words and action when reacting to difficult situations that were presented.

The Oxford Nursery fully acknowledges that Early Years providers should develop these codes of behaviour in consultation with staff and families to ensure they reflect the setting's specific ethos. The code of behaviour and practice is provided to parents through our website where we seek to establish a strong collaborative partnership between the home and the setting.

We believe that a robust parent-nursery code of conduct establishes clear, mutual expectations for respectful communication, safety, and operational boundaries. It ensures a collaborative environment where children can thrive. These frameworks are strictly designed to protect the well-being of the children, staff, and families and we respectfully ask that everyone observes what is written in this policy and expect to be challenged where there are failures to comply.

This policy has taken into consideration the following legislation.

Child Wellbeing and Safety Act 2005

Children, Youth and Families Act 2005

Children's Services Act 1996

Disability Discrimination Act 1992

Equal Opportunity Act 1995

Human Rights and Equal Opportunity Commission Act 1986

Occupational Health and Safety Act 2005

Sex Discrimination Act 1984

Workplace Relations Act 1996

Equalities Act 2010

Dawn A. Farrell reviewed May 2026