



Code of Conduct

All members of our setting community are expected to treat one another with dignity, kindness and respect. Staff have a responsibility to model positive behaviour and demonstrate respectful relationships with children, parents, carers, colleagues and visitors at all times. Parents and carers are also expected to communicate and behave respectfully towards all members of staff and the wider setting community.

Staff Expectations

- Staff should work collaboratively and positively with colleagues, offering support, sharing knowledge and good practice, and valuing the different skills, experiences and approaches of others.
- Staff should recognise and respect the professional expertise of colleagues, seek advice and guidance when appropriate, and acknowledge and value the contributions of others.
- Racist, sexist, homophobic, discriminatory or otherwise offensive behaviour, language or attitudes will not be tolerated.
- All children must be treated fairly, consistently and with respect. Staff must not show favouritism or give preferential treatment to individual children.
- Staff must actively promote children's safety and wellbeing and take appropriate action to prevent bullying, cruelty, intimidation or humiliation. Particular care must be taken to protect younger, vulnerable or less confident children from harm.
- Staff must never work while under the influence of alcohol, illegal drugs or any substance that may affect their ability to carry out their responsibilities safely and effectively.



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- Staff are expected to maintain appropriate professional boundaries in all interactions with children, families and colleagues.
- Staff should maintain a high standard of personal appearance, hygiene and professional presentation appropriate to their role.
- Staff photographs should be clearly displayed so that parents, carers, visitors and other members of the setting community can easily identify staff members.
- Staff must maintain confidentiality at all times and must not share confidential information about children, families, colleagues or the setting unless there is a legitimate professional or safeguarding reason to do so.
- Staff should communicate in a professional, courteous and respectful manner, including when communicating by telephone, email, social media or other digital platforms.

Parents and Carers

We recognise that parents and carers are important partners in their child's learning, development and wellbeing. We are committed to working together in a positive and respectful way and expect parents and carers to:

- Treat all staff, children, other parents, carers and visitors with courtesy, dignity and respect.
- Communicate with staff in a calm, polite and constructive manner, including when raising concerns or disagreeing with a decision.



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- Work in partnership with the setting and share relevant information that may support their child's learning, development, health, safety and wellbeing.
- Respect the professional knowledge, expertise and responsibilities of staff and recognise that decisions are made with children's best interests, safety and wellbeing in mind.
- Follow the setting's policies, procedures and reasonable requests, particularly those relating to safeguarding, collection arrangements, health and safety and the use of the setting.
- Raise concerns through the appropriate channels rather than discussing or challenging staff in front of children, other families or visitors.
- Avoid shouting, swearing, threatening, intimidating, abusive or aggressive behaviour towards staff or other members of the setting community.
- Not use discriminatory, racist, sexist, homophobic or otherwise offensive language or behaviour.
- Respect the privacy and confidentiality of other children, families and staff and not discuss or share personal information about others.
- Not take photographs or videos of other children, families or staff without appropriate permission.
- Use social media responsibly and must not post or share abusive, threatening, discriminatory or confidential information relating to the setting, its children, families or staff.



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- Ensure that anyone collecting their child on their behalf understands and follows the setting's expectations and collection procedures.
- Ensure that they are fit to safely care for their child when collecting them from the setting. Where there are concerns that a parent or carer may be under the influence of alcohol or drugs and may be unable to safely care for their child, staff will follow the setting's safeguarding and collection procedures.
- Respect the setting's right to take appropriate action where behaviour is considered unacceptable or places children, staff or other members of the setting community at risk.

Unacceptable Behaviour

The setting will not tolerate behaviour that is abusive, threatening, intimidating, discriminatory or aggressive towards staff, children, parents, carers or visitors. This includes verbal abuse, shouting, swearing, threatening behaviour, harassment, intimidation or inappropriate use of social media.

Where concerns arise, the setting will follow its complaints, safeguarding and/or other relevant procedures. In serious circumstances, the setting may restrict communication or access to the setting in accordance with its policies and legal responsibilities.

Everyone within our setting community has a shared responsibility to create an environment where children feel safe, valued and respected and where adults work together positively in the best interests of children.

This policy was adopted September 2021
This policy will be reviewed annually or as required.
Last updated: 30.09.26

Signed by Chair of Trustees:

Signed by Operations Manager: