

7.14 Respectful Conduct Between Parents, Carers and Nursery Staff

Policy Statement

At Kamelia Kids we believe that we have a strong partnership with our parents and an open-door policy to discuss any matters arising. If, as a parent, you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure.

This policy outlines the expectations for respectful, positive, and professional relationships between parents, carers, and nursery staff. A respectful partnership between parents, carers, and early years staff is vital to creating a positive environment where children can thrive. All parties share responsibility for maintaining this standard.

We are committed to:

- Creating a safe, inclusive, and welcoming environment for all children, families, and staff.
- Promoting mutual respect, open communication, and trust.
- Recognising the professionalism, expertise, and dedication of early years staff.

Expectations of Parents and Carers

Parents and carers are expected to:

- Treat all staff with courtesy, dignity, and respect.
- Communicate in a calm, constructive, and appropriate manner, whether in person, by phone, or in writing.
- Respect staff roles, responsibilities, and professional boundaries.
- Follow the setting's procedures for raising concerns or complaints.
- Refrain from using abusive, threatening, discriminatory, or inappropriate language or behaviour.
- Respect confidentiality regarding other children, families, and staff members.
- Support the setting's policies and decisions, even where there may be differences of opinion.

We have a zero tolerance of unacceptable behaviour.

Unacceptable Behaviour

The following behaviours are not tolerated:

- Verbal abuse, shouting, or aggressive tone.
- Threatening or intimidating actions.
- Discriminatory or offensive remarks (including those related to race, gender, disability, religion, or other protected characteristics).
- Harassment in person, online, or via messaging platforms.
- Undermining staff in front of children or others.

Calls of an aggressive or abusive manner

The call taker receiving a call leading to abuse or aggression will remain calm and professional and ask the caller to follow the Complaints policy. If the abuse continues the call taker will end the call. Abusive and aggressive calls will be logged with an outline of the conversation and passed onto the Nursery Operations Director.

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Emails of an aggressive or abusive manner

The responder will ask the parents to come into the setting to speak in person, as per our Complaints policy. If the emails persist the Nursery Operations Director may seek legal action. All emails will be kept as evidence until the matter is resolved.

Social Media

If slanderous or abusive messages appear on any social media sites, we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our Complaint's procedure. If slanderous or abusive messages continue, we will seek legal action against the complainant.

If any person inside the nursery starts to act in an aggressive manner at the nursery, our policy is to:

- Direct the person away from the children and into a private area, such as the parent room or office.
- Ensure that a second member of staff is in attendance, whilst continuing to ensure the safe supervision of the children.
- Remain composed and professional to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour.
- If the aggressive behaviour continues or escalates, we will contact the police to ensure the safety of our staff team, children and families.
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue.
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken.
- Any aggressive behaviour from a parent and carer could result in the withdrawal of a place for the children. Parents and carers will be informed, by the Nursery Operations Director, in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff.
- Nursery Management will provide support and reassurance to any staff member involved in such an incident.
- Nursery Management will signpost parents and carers to organisations or professionals that can offer support, if applicable.
- Report incident to Ofsted.

Staff Responsibilities

Early years staff will:

- Treat parents and carers with respect and professionalism.
- Communicate clearly, honestly, and sensitively.
- Listen to concerns and respond in a timely and appropriate manner.
- Work in partnership with families to support each child's needs.

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Raising Concerns

If a parent or carer has a concern, they should:

- Speak to the child's key person or a member of staff.
- If unresolved, escalate to the Deputy Managers, Pedagogical Lead, Nursery Manager or Nursery Operations Director.
- Follow the formal complaints procedure if necessary.

We aim to resolve concerns promptly, fairly, and respectfully.

Breaches of the Policy

Failure to adhere to this policy may result in:

- A verbal or written warning.
- A meeting with Nursery management to address concerns.
- Restricted access to the setting in serious cases.
- In extreme situations, termination of the childcare agreement in line with contractual terms.
- Report incident to Ofsted.

Legal framework

Statutory Framework for the Early Years Foundation Stage (2025)