All Silver Stars Day Nursery policies will be subject to any future change according to Government legislation and guidelines to maintain the safety of all children, families, staff and visitors.

1.12

Behaviour of Parents, Carers, Visitors or Church committee

Policy statement

Silver Stars Day Nursery encourages positive relationships with parents, carers, and the community, as children benefit when nursery and homework in partnership.

All staff, parents, carers, visitors, and volunteers are expected to behave respectfully and model appropriate conduct for the safety, wellbeing, and education of children.

Expectations of Behaviour

- Respectful and courteous communication and behaviour at all times.
- Support the nursery's ethos and positive culture.
- Avoid actions or language that could threaten, intimidate, or harm others.

Unacceptable behaviours

Aggression or abuse towards staff, children, or others in the nursery community will **not be tolerated**, including (but not limited to):

- Shouting, raised voices, or aggressive language.
- Threatening or aggressive gestures or behaviour.
- Physical threats or assaults (pushing, hitting, spitting).
- Derogatory, racist, sexist, or discriminatory comments.
- Aggressive communication via text, email, or social media.
- Posting false, libellous, or confidential information online.

All incidents may involve reporting to **police, local authority (LADO), OFSTED**, and other relevant authorities.

Unacceptable behaviour will generally result in the police being informed of the incident.

Action of staff when facing unacceptable behaviours

- Staff should remain professional, attempt to defuse the situation, and involve colleagues if needed.
- Staff and children have the right to feel safe at all times.
- Staff may take appropriate self-defence action if necessary.
- All incidents must be recorded immediately, including witnesses.

Procedure to be followed

- Manager or senior staff will attempt to resolve issues through discussion and mediation.
- The nursery's complaints procedure may be followed if needed.
- Repeated or extreme incidents may result in:
- Parent/carer being banned from nursery premises.
- Changes to child drop-off/collection arrangements.
- Reduction or cessation of the child's nursery attendance if no alternative arrangements are possible.
- Written notice of bans will be issued, including:
- Details of the ban and its review process.
- Any reporting to authorities (LADO, OFSTED, police) in cases of assault.
- Appeals process to the Proprietor within 14 days.
- Concerns about child safety or wellbeing are addressed through the Safeguarding Policy, including referral to Children's Services if necessary.

Incidents involving others' children

Parents/carers should not approach other children or their parents regarding incidents.

Reports of incidents must be given to nursery staff for proper handling according to nursery policies.

Inappropriate use of social media

Social media websites are being used increasingly to fuel campaigns, complaints or share inappropriate information e.g. sharing confidential information regarding an aspect of Nursery life, making allegations, or sharing false news. Silver Stars considers the use of social media in this way as unacceptable and not in the best interests of the children or the whole nursery community.

Any concerns parents/carers may have must be made through the appropriate channels by following the concerns and complaints policy and procedure, appropriately and effectively for all concerned.

In the event that any parent/carer of a child attending Silver Stars is found to be posting libellous or defamatory comments on Facebook or other social networking sites/apps, they will be reported to the appropriate 'report abuse' section of the networking site. All social networking sites have clear rules about the contact which can be posted on the site, and they provide robust mechanisms to report contact or activity which breaches this.

Silver Stars will also expect that any parent/carer removes such comments immediately and could be asked to remove themselves from the nursery setting.

In serious cases the setting will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by a parent/carer to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying.

This policy was adopted by	Silver Stars Day Nursery
Date	February 2026
Review date	February 2027
Name of signatory	Mrs Jenifer Capper

Role of signatory	Proprietor
Signed: Date:	 February 2026