



The Hundred of Hoo Parent Partnership Policy

At Hundred of Hoo Nursery, we believe that a strong partnership between home and nursery is essential for your child's happiness, well-being, and development. This policy outlines how we can all work together respectfully to create a safe, positive, and thriving environment for every child.

1. Respectful Communication

We value open and honest communication. We ask that all parents/carers communicate with **our staff**, other parents, and children with **courtesy and respect** at all times. This includes:

- **Verbal Communication:** Using appropriate language and tone when speaking in person or on the phone. **Shouting, aggressive language, intimidation, or personal insults directed at staff members are never acceptable.**
 - **Written Communication:** Ensuring emails, notes, or any other written correspondence are respectful and constructive.
 - **Social Media:** Refraining from posting or sharing any negative, defamatory, or inappropriate comments about the nursery, **our staff**, children, or other families on social media platforms. Any concerns should be raised directly with the nursery.
 - **Sharing achievements** As a setting we recognise that parents are the child's first educators and we therefore encourage the sharing of your children's milestones or any achievements and any exciting days out with our staff, we also love to see a photo on our Tapestry system.
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2. Professional Boundaries with Staff

Our staff are dedicated professionals committed to providing the best care and education for your child. To maintain a respectful and professional working environment, we ask parents/carers to:

- **Respect Staff Time:** Understand that staff have specific duties and responsibilities, particularly during busy drop-off and pick-up times. While brief check-ins are welcome, please arrange a dedicated time for longer discussions or complex matters.

- **Avoid Demands Beyond Scope:** Refrain from asking staff to undertake tasks or provide services that fall outside their professional duties or the nursery's operational policies.
 - **Maintain Appropriate Relationships:** While friendly relationships are natural, please respect the professional boundaries of our staff. **Any form of harassment, inappropriate advances, or attempts to unduly influence staff are unacceptable.**
 - **Address Concerns Professionally:** If you have any concerns about a staff member, please follow our established complaints procedure rather than confronting the individual directly in an unprofessional manner.
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3. Behaviour on Nursery Premises

To ensure a safe and positive environment for everyone, we expect parents/carers to:

- **Be a Positive Role Model:** Children learn by observing, so please model respectful and calm behaviour when on nursery premises.
 - **Respect Nursery Property:** Take care of our facilities and equipment.
 - **No Smoking/Vaping or Alcohol/Drugs:** Smoking, vaping, or consuming alcohol or illegal substances is strictly prohibited anywhere on nursery premises, including the car park and immediate surrounding areas. Parents/carers appearing to be under the influence of alcohol or drugs will not be permitted to collect their child.
 - **Manage Personal Belongings:** Keep pathways clear and ensure children's belongings are stored appropriately to prevent trips or hazards.
 - **Safeguarding Other Children:** While on nursery grounds, please do not approach or discipline other children. If you have any concerns about another child's behaviour, please speak to a member of staff immediately.
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4. Punctuality and Pick-up Procedures

- **Timely Drop-off and Collection:** Please adhere to your agreed drop-off and collection times. If you anticipate being late for collection, please inform the nursery as soon as possible.
 - **Authorised Collectors:** Only individuals listed on your child's registration form, or those for whom you have provided prior written consent, will be permitted to collect your child. Please ensure that they know the password that you have set up with us for your child.
 - **Safe Departure:** Ensure your child is supervised at all times until they have safely left the nursery premises.
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5. Raising Concerns

We are committed to resolving any concerns you may have quickly and effectively. If you have a query or concern, please:

- Initially speak to your child's key person or a senior member of staff.
 - If your concern remains unresolved, please follow our formal Complaints Policy, available upon request.
 - Please do not attempt to address issues with staff during busy drop-off or pick-up times, as this can disrupt the smooth running of the nursery and may not allow for a full and proper discussion.
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6. Consequences of Breaching this Policy

In the rare event that this policy is not adhered to, we will address the situation formally. Depending on the severity and frequency of the breach, actions may include:

- An informal discussion with a member of the management team.
 - A formal meeting to discuss the behaviour and agree on a way forward.
 - In serious cases, or where behaviour continues to be unacceptable, we may need to consider withdrawing permission for the individual to enter nursery premises, or in extreme circumstances, withdrawing your child's place at the nursery. We may also involve external agencies, such as the police, if appropriate.
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We thank you for your cooperation and commitment to helping us maintain a safe, happy, and respectful environment for all members of our nursery community.