



Working Together: Parent and Carer Agreement

At BEYA, we believe that positive relationships between children, families and staff help create a safe, happy and successful nursery community.

We are committed to treating everyone with kindness, dignity and respect, and we ask all members of our community to do the same. We recognise that, from time to time, families and staff may have different views or concerns. We are committed to listening respectfully and working together to resolve these in the best interests of every child.

We ask parents and carers to:

- Treat staff, children, families and visitors with courtesy, kindness and respect.
- Communicate calmly and respectfully at all times. Aggressive, abusive, threatening or discriminatory language or behaviour, whether in person, by telephone, email or online, will not be tolerated.
- Work in partnership with us to support their child's learning, wellbeing and development.
- Model kindness, respect and positive communication for children.
- Raise questions or concerns directly with the nursery.
- Allow staff reasonable time to investigate and respond to concerns, recognising that they may need to arrange a mutually convenient time to discuss matters in full.
- Work with us to understand and resolve concerns constructively.
- Respect the privacy and confidentiality of children, families and staff.
- Recognise that staff cannot discuss matters relating to other children, families or members of staff.
- Bring concerns involving children to nursery staff rather than addressing or reprimanding another child directly.
- Bring concerns involving other children or families to nursery staff rather than approaching parents or carers directly.
- Follow the nursery's procedures for attendance, collection, safeguarding and reporting absences or changes to collection arrangements.
- Share any safeguarding or welfare concerns with nursery staff immediately.
- Respect and value the diversity of our nursery community, treating everyone fairly regardless of their background, culture, religion, disability, identity or family circumstances.

Social Media, WhatsApp and Other Group Messaging:

We understand that many families use social media and parent messaging groups to communicate and share information.

Whilst these groups are not managed by the nursery, we ask parents and carers to:

- Raise concerns directly with the nursery rather than discussing them online.
- Not share information, photographs or videos relating to other children, families or staff without permission.
- Communicate respectfully and responsibly when discussing nursery matters.
- Remember that information shared online is not always accurate and can cause unnecessary worry or upset.
- Not make audio, video or photographic recordings of staff, children or families without their knowledge or consent.
- Not share photographs, recordings or screenshots that identify children, families or staff without their knowledge and permission.

Our Commitment

We will always seek to listen, communicate openly and work positively with families. By treating one another with kindness and respect, we can ensure that our nursery remains a welcoming **Place of Possibilities** for everyone.

Please note: We hope that concerns can always be resolved through positive communication and partnership. However, where this agreement is not followed, the Headteacher may need to take appropriate action to protect the safety, wellbeing and dignity of children, families and staff. This may include limiting the way we communicate or, in exceptional circumstances, restricting access to the nursery site in line with our policies.