Little Acorns Montessori

Ascot, Bracknell & Crowthorne

Parent's Code of Conduct Policy

Standards of Behaviour, Communication & Community Responsibility

Nursery Policy | Version 1.0

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Document Control

Policy Title	Parent's Code of Conduct Policy
Setting	Little Acorns Montessori
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Written By	Jonathan Duffy, Director
Designated Safeguarding Lead (DSL)	Elaine Eastham (Ascot) / Agata Payne (Bracknell) / Emma Gray (Crowthorne)
Deputy DSL	Jessica McGrath/Katy Cooley (Ascot) / Joanne Broughton (Bracknell) / Martine Loveridge / Kira King (Crowthorne)

Section 1 — Policy Statement

Little Acorns Montessori is committed to providing a safe, nurturing, and inclusive environment for every child in our care across our Ascot, Bracknell, and Crowthorne settings. We believe that the relationship between the nursery and each family is one of the most important foundations for a child's wellbeing and development.

Central to this relationship is mutual respect. We recognise that parents and carers are the primary educators of their children and we value their partnership deeply. In turn, we ask all parents and carers to respect our staff, our premises, and the wider nursery community.

This policy sets out the standards of behaviour and conduct that Little Acorns Montessori expects of all parents, carers, and other adults who visit our nursery or communicate with us on behalf of a child. It applies at all times — on nursery premises, during off-site activities, and in any online or written communication relating to the nursery.

This policy should be read alongside the nursery's Parental Involvement Policy, which sets out Little Acorns Montessori's positive commitments to families — covering communication, the key person approach, information sharing, and family engagement. Together, these two policies define both the support the nursery offers to families and the standards it expects of them. Both policies must be read and signed by parents and carers at the point of enrolment.

This policy is shared with all families at the point of enrolment. Parents and carers are asked to sign a declaration confirming they have read and understood it. The declaration is retained on the child's file.

Our Commitments to Families

- We will treat all families with dignity, respect, and fairness at all times.
- We will communicate openly, honestly, and in a timely manner about children's learning, development, and wellbeing.
- We will share information in a way that is accessible and inclusive, taking account of language, literacy, and communication needs.
- We will listen to concerns and respond to them appropriately and proportionately.
- We will provide clear information about our expectations, policies, and procedures.
- We will invite families to participate actively in their child's learning and in the life of the nursery.
- We will support families who are experiencing difficulty wherever it is within our power and remit to do so.

Our Expectations of Families

- All parents and carers must treat nursery staff, other parents, and children with courtesy and respect at all times.
- All parents and carers must conduct themselves in a manner that supports, rather than undermines, the safety and wellbeing of all children at the nursery.
- All parents and carers must comply with this policy as a condition of their child's continued enrolment at Little Acorns Montessori.

Section 2 — Scope

This policy applies to:

- All parents and carers of children enrolled at Little Acorns Montessori.
- Any other adult who brings a child to, or collects a child from, the nursery on behalf of a parent or carer (including grandparents, childminders, au pairs, and family friends).
- Any adult who communicates with the nursery in relation to an enrolled child, whether in person, by telephone, in writing, or via electronic means including social media.
- Any adult accompanying a child on a nursery-organised off-site activity.

This policy applies across all three settings:

- Little Acorns Montessori, Ascot
- Little Acorns Montessori, Bracknell
- Little Acorns Montessori, Crowthorne

This policy is triggered when any adult within scope acts, communicates, or behaves in a manner that may affect the safety, wellbeing, or dignity of children, staff, or other families connected to Little Acorns Montessori.

Section 3 — Statutory & Regulatory Framework

This policy has been developed in compliance with, and with reference to, the following verified legislation, statutory frameworks, and guidance. All references reflect the current versions in force as at the date of adoption.

Primary Legislation

- Childcare Act 2006 — the primary legislation governing childcare and early years provision in England, under which the EYFS safeguarding and welfare requirements are given legal force.
- Children Act 1989 and Children Act 2004 — establishing the paramountcy of the welfare of the child and the duty on all those working with children to safeguard them from harm.
- Equality Act 2010 — requiring the nursery to treat all families fairly and without discrimination on the basis of protected characteristics including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. This policy must be implemented in a manner consistent with the nursery's obligations under this Act.
- Children and Families Act 2014 — establishing the rights of children with special educational needs and disabilities and their families to be involved in decisions about their support, underpinning the SEND Code of Practice 2015.
- Protection from Harassment Act 1997 — making it a criminal offence to pursue a course of conduct amounting to harassment of another person. Conduct by a parent or carer that amounts to harassment of a member of staff or another family may constitute a criminal offence.
- Online Safety Act 2023 — relevant provisions include those governing non-consensual sharing of intimate images under section 66B of the Sexual Offences Act 2003 (commenced 31 January 2024). It is a criminal offence to share intimate images without consent, regardless of whether there was intent to cause distress, and the offences cover AI-generated and deepfake imagery. This is relevant where a parent or carer shares images of staff, children, or other adults without consent.
- Defamation Act 2013 — governs defamatory statements made online and in writing. A statement is actionable where it causes or is likely to cause serious harm to the reputation of the subject. This is directly relevant to abusive or false statements posted on social media platforms, review sites, or messaging groups about the nursery or its staff.
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 — governing the processing of personal data. Parents must not share personal data relating to nursery staff, other children, or other families in a manner that breaches these provisions.

Statutory Framework & Guidance

- Early Years Foundation Stage (EYFS) Statutory Framework 2025 (Department for Education, effective 1 September 2025) — Section 3, Safeguarding and Welfare Requirements, places a duty on providers to ensure children are kept safe and that the environment is welcoming, safe, and secure. This includes managing the conduct of all adults on nursery premises.
- Working Together to Safeguard Children 2026 (Department for Education, published March 2026) — statutory guidance on multi-agency working to safeguard children, which emphasises that safeguarding is everyone's responsibility, including parents

and carers. The 2026 edition places explicit expectations on organisations to adopt anti-racist and anti-discriminatory approaches in all work with families.

- Keeping Children Safe in Education 2025 (Department for Education, effective 1 September 2025) — adopted as best practice. Relevant principles include safe use of technology, online conduct, and the responsibilities of all adults connected to a setting.
- Ofsted Education Inspection Framework — in force from 10 November 2025 — Ofsted now assesses providers using a report card format across separate evaluation areas, replacing the previous single overall effectiveness judgement. Safeguarding is assessed as a standalone judgement, graded Met or Not Met, separately from all other evaluation areas. Inspectors assess the culture of safeguarding within a setting, including how the nursery manages adult conduct on its premises, how concerns are raised and responded to, and whether an open and positive safeguarding culture is embedded across the whole setting. This policy directly supports the nursery's ability to demonstrate a Met safeguarding judgement.

> *Note for Inspectors: This policy supports compliance with EYFS Statutory Framework 2025, Section 3 (Safeguarding and Welfare Requirements), by ensuring the nursery maintains a safe environment for children and staff and has clear, documented procedures for managing adult conduct on and off its premises.*

Section 4 — Expected Standards of Behaviour

Little Acorns Montessori expects all parents, carers, and visitors to uphold the following standards at all times.

4.1 General Conduct

- Treat all nursery staff, other parents, carers, and children with courtesy, dignity, and respect.
- Speak to staff and other adults in a calm, respectful manner, regardless of the circumstances.
- Raise concerns through the appropriate channels outlined in Section 7 of this policy, rather than confronting staff or other parents directly in a manner that causes distress.
- Act at all times in a way that prioritises the safety and welfare of all children on nursery premises.
- Comply with all nursery policies, procedures, and reasonable requests from staff.
- Arrive and depart promptly in accordance with the agreed session times and the nursery's arrival and departure procedures.
- Understand that this policy will be applied consistently and without discrimination. The nursery will not treat families differently on the basis of any protected characteristic as defined by the Equality Act 2010 when implementing this policy, and any concern that this policy is being applied unequally should be raised through the complaints procedure.

4.2 Conduct Towards Staff

- Parents and carers must not shout at, swear at, threaten, intimidate, or use abusive language towards any member of staff, in person, by telephone, in writing, or online.
- Parents and carers must not make personal, derogatory, or discriminatory remarks about any member of staff.
- Parents and carers must not make unreasonable or persistent demands on individual members of staff.
- Parents and carers must not contact individual members of staff through personal social media accounts, personal telephone numbers, or personal email addresses, unless a member of staff has given explicit consent to such contact.

4.3 Conduct Towards Other Families

- Parents and carers must not intimidate, harass, or verbally abuse other parents, carers, or their children.
- Parents and carers must not make discriminatory remarks on the basis of any protected characteristic as defined by the Equality Act 2010.
- Parents and carers must respect the privacy and confidentiality of other families and must not share personal information about other children or families without consent.

4.4 Conduct on Nursery Premises

- Parents and carers must follow all instructions given by nursery staff regarding drop-off, collection, access to areas of the nursery, and the use of facilities.

- Smoking, vaping, and the consumption of alcohol or illegal substances are strictly prohibited on nursery premises or in the immediate vicinity of nursery entrances.
- Parents and carers must not attend the nursery whilst under the influence of alcohol or any substance that may impair their capacity to safely care for their child.
- Aggressive physical behaviour of any kind, including but not limited to pushing, shoving, or striking, will not be tolerated and will result in immediate action in accordance with Section 12 of this policy.
- Any dog or other animal must not be brought onto nursery premises without prior written agreement from the Manager.

Section 5 — Behaviour on Nursery Premises

5.1 Drop-off and Collection

- Parents and carers must use the designated entrance and exit points at all times.
- Parents and carers must sign their child in and out of the nursery in accordance with the nursery's registration procedure.
- Parents and carers must not enter areas of the nursery beyond the designated parent/carer access points without the prior permission of a member of staff.
- Collection of a child must only be carried out by adults who are named on the child's registration form and who have been verified by the nursery. Any change to collection arrangements must be communicated to the nursery in advance and through the agreed process.
- Parents and carers must not collect a child if they appear to be under the influence of alcohol or any other substance that may impair their ability to safely care for the child. In such circumstances, the nursery will follow its safeguarding procedure and may contact an alternative authorised adult or, if necessary, the relevant statutory agency.

5.2 Parking & Access

- Parents and carers must park responsibly and considerately, complying with any parking arrangements communicated by the nursery.
- Parents and carers must not obstruct access to the nursery premises, neighbouring properties, or emergency vehicle routes.
- Parents and carers must follow any one-way or pedestrian safety systems in place at their setting.

5.3 Safeguarding on Premises

- Parents and carers must ensure that all external doors and security gates are fully closed and secured on entry and exit. No adult must permit an unknown person to enter the nursery premises by holding open a security door or gate.
- Parents and carers must report any safeguarding concern they observe on nursery premises to a member of staff immediately.
- Parents and carers must not handle, discipline, or restrain any child other than their own whilst on nursery premises.

Section 6 — Online & Social Media Conduct

Little Acorns Montessori recognises the important role that social media and online communication play in modern family life. However, the misuse of social media can cause serious harm to individuals, undermine the nursery's safeguarding obligations, and potentially breach UK law.

6.1 General Expectations

- Parents and carers must not post, share, or publish any content online — including on social media platforms, messaging groups, review sites, or any other public or semi-public forum — that is defamatory, abusive, threatening, or harassing towards nursery staff, other parents, or other families.
- Parents and carers must not post content online that identifies, photographs, or videos other children attending the nursery without the express written consent of that child's parent or carer.
- Parents and carers must not record video or audio of nursery staff without their knowledge and consent.
- Parents and carers must not share confidential information about the nursery, its staff, its children, or other families in any online forum.

6.2 Photography & Recording on Premises

- The use of mobile phones, cameras, and recording devices is not permitted within the nursery building or on outdoor nursery areas, in order to protect the privacy and safety of all children.
- Parents and carers may take photographs of their own child only in designated areas and at times explicitly agreed with the nursery (for example, at a nursery event or end-of-year celebration).
- Any photograph or recording taken must not be shared on any public social media platform without first confirming that no other child's image is visible.

6.3 Nursery Communication Channels

- All official nursery communications are issued through the nursery's designated communication platform. Parents and carers should use this channel for routine queries.
- Parent-organised messaging groups (for example, WhatsApp groups) must not be used to discuss individual staff members, other families' children, or nursery operational matters in a manner that could cause distress or reputational harm.
- Any concerns about content posted in a parent group that relates to the nursery should be reported to the Manager.

> *Important: Posting defamatory or harassing content about nursery staff online may constitute harassment under the Protection from Harassment Act 1997 and/or defamation under the Defamation Act 2013. The nursery reserves the right to take appropriate legal advice in such cases.*

Section 7 — Communication Standards

7.1 Raising Concerns

Little Acorns Montessori welcomes feedback and concerns from parents and carers. We ask that all concerns are raised through the following channels, in the first instance:

1. Speak directly with your child's key person or a senior member of staff at a mutually convenient time. Concerns raised at drop-off or collection may not receive the attention they deserve.
2. If the matter is not resolved informally, request a meeting with the Manager.
3. If the matter remains unresolved, refer to the nursery's Complaints Policy for the formal escalation process.

7.2 Communication Expectations

- All communications with the nursery, whether in person, by telephone, in writing, or electronically, must be conducted respectfully and without the use of aggressive, abusive, or threatening language.
- The nursery aims to acknowledge written communications within two working days and to provide a full response within five working days, wherever possible.
- Where a parent or carer has communication needs — including where English is not their first language or where there are literacy difficulties — the nursery will take reasonable steps to ensure that any formal communication issued under this policy is accessible to them, including through the use of translation support where possible.
- Parents and carers should not expect to receive responses to communications sent outside of nursery operating hours on the same day.
- The nursery may decline to respond to communications that are abusive, threatening, or excessively repetitive in nature and will log all such communications on the relevant parent record.

7.3 Disagreements Between Families

- Any dispute or disagreement between families that arises in connection with the nursery must not be conducted on nursery premises or through nursery communication channels.
- If a dispute between families has a safeguarding dimension or affects the safety of children at the nursery, parents must report it to the DSL immediately.
- The nursery is not able to mediate disputes between families but will take appropriate action to protect the safety of all children and staff where necessary.

Section 8 — Unacceptable Behaviour

The following behaviours are considered unacceptable by Little Acorns Montessori and will result in action in accordance with Section 9 and Section 12 of this policy. This list is illustrative and not exhaustive.

8.1 Verbal & Written Abuse

- Shouting at, swearing at, or using threatening or abusive language towards any member of staff, other parent, carer, or visitor, whether in person, by telephone, or in writing.
- Making personal, derogatory, or discriminatory remarks based on any protected characteristic.
- Sending repeated, unwanted, or distressing communications to staff or other families.

8.2 Physical Aggression

- Any act of physical aggression towards a member of staff, another parent, carer, or child, including pushing, grabbing, or striking.
- Threatening gestures or behaviour that causes a person to fear for their physical safety.

8.3 Harassment & Intimidation

- Pursuing a course of conduct that amounts to harassment of a member of staff or another family, whether in person or online.
- Attending the nursery in a manner intended to intimidate staff or other families.
- Making malicious, vexatious, or knowingly false complaints against a member of staff.

8.4 Online Misconduct

- Posting defamatory, abusive, or harassing content about the nursery, its staff, or other families on any online platform.
- Sharing images or recordings of other children without parental consent.
- Filming or recording staff without consent.

8.5 Safeguarding-Related Misconduct

- Attending nursery whilst under the influence of alcohol or any substance that impairs the ability to safely care for a child.
- Propping open security doors or otherwise compromising the security of nursery premises.
- Sharing personal information about other children or families in a manner that could place them at risk of harm.
- Any behaviour that could constitute a safeguarding concern in relation to any child at the nursery.

Section 9 — Procedures for Managing Breaches

When a breach of this policy is identified, staff must follow the steps below. All actions must be proportionate to the nature and severity of the breach.

9.1 In-the-Moment Response

4. The member of staff must remain calm and avoid escalating the situation.
5. If the behaviour involves immediate physical aggression or a threat to safety, the member of staff must remove children from the vicinity immediately and contact the Manager without delay. If there is immediate danger, dial 999.
6. The member of staff must not engage in an argument or attempt to resolve a serious incident alone. They must seek support from a colleague or senior member of staff.
7. Where appropriate, the member of staff should calmly and clearly state: "I am not able to continue this conversation whilst it is conducted in this manner. I will ask the Manager to contact you."
8. The member of staff must document the incident as soon as it is safe to do so, as described in Section 10.

9.2 Following the Incident — Minor Breach

A minor breach is one that is isolated, does not involve aggression or a safeguarding concern, and can be resolved informally. For a minor breach:

1. The Manager should contact the parent or carer within two working days to discuss the matter informally.
2. The Manager should explain the impact of the behaviour and the nursery's expectations.
3. The outcome of the discussion must be recorded on the parent's file.
4. If the parent is receptive and the behaviour is unlikely to recur, no further action may be required beyond the record.

9.3 Following the Incident — Serious or Repeated Breach

A serious or repeated breach is one involving aggression, harassment, a safeguarding concern, or a pattern of unacceptable behaviour. For a serious or repeated breach:

1. The Manager must be informed immediately and must review the incident record.
2. The Manager must consult the DSL where the breach has a safeguarding dimension.
3. The Manager must write to the parent or carer within five working days, setting out the nature of the breach, the nursery's concern, and the action to be taken.
4. A formal meeting may be convened. The parent or carer may be invited to bring a supporter (but not a legal representative) to such a meeting.
5. The outcome of any meeting must be recorded in writing and a copy placed on the parent's file.
6. Where the breach may constitute a criminal offence (for example, assault or harassment), the Manager must seek advice and, where appropriate, report the matter to Thames Valley Police.

9.4 Safeguarding-Related Breaches

Where a breach of this policy raises a concern about the welfare of a child:

1. The DSL must be informed immediately.
2. The DSL must assess whether a referral to Bracknell Forest Children's Services or Thames Valley Police is required.
3. The DSL must follow the nursery's Safeguarding and Child Protection Policy procedures.
4. Ofsted must be notified if the incident constitutes a significant event affecting the welfare of children, within the timeframes required by the EYFS Statutory Framework 2025.

Section 10 — Reporting & Recording

10.1 Incident Records

Every breach of this policy, however minor, must be recorded. The record must be completed by the member of staff who witnessed or was involved in the incident, and countersigned by the Manager.

Each incident record must include:

- The date, time, and location of the incident.
- The name(s) of the parent(s) or carer(s) involved.
- The name(s) of any staff member(s) involved or present.
- A factual, chronological account of what occurred, using direct speech where possible.
- The names of any witnesses.
- Any immediate action taken at the time.
- Any follow-up action required or taken.
- The signature and date of the recording staff member.
- The countersignature of the Manager.

10.2 Where Records Are Stored

- All incident records must be stored in the confidential parent conduct file, held securely in the Manager's office or locked cupboard at the relevant setting.
- Electronic records must be stored in a password-protected folder, accessible only to the Manager and DSL.
- Records must be retained for a minimum of three years from the date of the incident, or in accordance with the nursery's broader data retention policy, whichever is the longer period.
- Records must be made available to Ofsted, the Local Authority, or Thames Valley Police upon request.

10.3 Written Communications

- Any formal written communication sent to a parent or carer in connection with a breach of this policy must be filed alongside the relevant incident record.
- Any response received from the parent or carer must also be filed.
- All letters must be drafted by the Manager and, where the matter involves a safeguarding dimension, reviewed by the DSL before sending.

10.4 Statutory Notifications

- Ofsted must be notified of any significant event affecting the welfare of children, within 14 days, in accordance with the EYFS Statutory Framework 2025.
- Bracknell Forest Children's Services must be notified if a child is considered to be at risk of harm as a result of parental conduct.
- Thames Valley Police must be contacted where an incident constitutes or may constitute a criminal offence.

- The Local Authority Designated Officer (LADO) must be contacted if a breach involves conduct by a staff member or volunteer.

Section 11 — Roles & Responsibilities

11.1 The Manager

- Has overall responsibility for the implementation, communication, and review of this policy.
- Must ensure all staff are trained in the procedures set out in this policy.
- Is the first point of escalation for any breach of this policy.
- Is responsible for all formal written communications with parents and carers in connection with a breach.
- Must review all incident records and ensure they are complete and accurate.
- Must liaise with the DSL on any matter with a safeguarding dimension.
- Must ensure this policy is reviewed following any significant incident or change in guidance.

11.2 The Designated Safeguarding Lead (DSL)

- Supports the Manager in implementing this policy.
- Acts as the lead for any breach that has a safeguarding dimension.
- Is responsible for liaising with statutory agencies including Bracknell Forest Children's Services, Thames Valley Police, and Ofsted following any safeguarding-related incident.
- Must ensure that safeguarding considerations are embedded within the management of all conduct breaches.
- Must maintain up-to-date training in safeguarding, in accordance with the EYFS Statutory Framework 2025 requirements.

11.3 The Deputy DSL

- Assumes all DSL responsibilities in the absence of the DSL.
- Supports the DSL in reviewing and maintaining this policy.
- Must be familiar with all procedures set out in this policy.

11.4 All Staff

- Must read and sign to confirm their understanding of this policy upon induction and at each annual review.
- Must respond to breaches calmly, proportionately, and in accordance with the procedures set out in Section 9.
- Must complete incident records promptly and accurately following any breach they witness or are involved in.
- Must report any breach immediately to the Manager and, where relevant, the DSL.
- Must never attempt to manage a serious breach alone.
- Must not engage with abusive or harassing online content posted about the nursery or themselves personally, and must report it to the Manager.

11.5 Parents & Carers

- Must read this policy at the point of enrolment and sign the declaration confirming their understanding and agreement.
- Must conduct themselves at all times in accordance with the standards set out in this policy.
- Must ensure that any adult who collects their child on their behalf is made aware of, and agrees to comply with, this policy.
- Must raise any concerns through the appropriate channels described in Section 7, rather than through confrontation or online posting.
- Must cooperate with the nursery in the event of a meeting or investigation arising from a conduct concern.

Section 12 — Sanctions & Exclusions

Little Acorns Montessori operates a proportionate and progressive approach to managing breaches of this policy. The wellbeing of children will always be the primary consideration in any decision regarding sanctions.

12.1 Sanctions Framework

Level of Breach	Nursery Response
First breach (minor)	Informal verbal discussion with the Manager. Outcome recorded on file.
Repeated minor breach or single serious breach	Formal written warning issued by the Manager. Parent required to sign acknowledgement.
Continued breach following written warning	Formal meeting with the Manager and DSL. Conditions of continued attendance agreed in writing.
Severe single breach (e.g. physical aggression, threats, serious safeguarding concern)	Immediate suspension of access to the nursery premises pending investigation. Police may be contacted.
Irretrievable breakdown of relationship	Withdrawal of the child's place at the nursery, subject to appropriate notice period, in accordance with the nursery's terms and conditions.

12.2 Withdrawal of a Child's Place

The withdrawal of a child's place is a measure of last resort and will only be taken when all other reasonable steps have been exhausted or when an incident is so severe that the continuation of the placement cannot be justified. In reaching this decision, the Manager will:

- Consider the best interests of the child at all times.
- Consult with the DSL.
- Give the parent or carer written notice in accordance with the nursery's terms and conditions.
- Consider whether a referral to statutory services is appropriate before or alongside the withdrawal of the place.

12.3 Exclusion from Premises

- Where a parent or carer poses an immediate risk to the safety of children or staff, the Manager may direct them to leave the premises immediately.
- If the individual refuses to leave, the Manager must call Thames Valley Police.
- A written record of the exclusion must be made immediately after the incident.
- The Manager may, in writing, prohibit a specific adult from attending the nursery premises pending investigation and resolution of the matter.

> *Note: The nursery will always endeavour to ensure the child's continued access to early years provision is not unnecessarily disrupted. Where a place is withdrawn, the nursery will, wherever possible, provide reasonable notice and support the family in finding alternative provision.*

Section 13 — Support & Signposting

Little Acorns Montessori recognises that families may sometimes be experiencing significant stress, difficulty, or hardship that affects their behaviour or wellbeing. We are committed to taking a compassionate approach wherever it is safe and appropriate to do so.

13.1 Early Help

- Where the nursery identifies that a family may benefit from early help or support, the key person or Manager will offer to discuss this sensitively with the parent or carer.
- The nursery can signpost families to relevant local support services in Bracknell Forest, including family support services, mental health services, and children's centre provision.
- Any referral for early help will be made with the knowledge and consent of the parent wherever possible, unless doing so would place a child at risk of harm.

13.2 Relevant Support Organisations

- Bracknell Forest Family Information Service — for information about local family support services.
- Family Lives (formerly Parentline Plus) — free helpline for parents and carers: 0808 800 2222.
- Mind — mental health support and information: www.mind.org.uk.
- Citizens Advice Bracknell — for advice on a wide range of personal and legal matters.
- Thames Valley Police — non-emergency line: 101.

13.3 Staff Support

Little Acorns Montessori is committed to supporting staff who are affected by conduct breaches. Following any significant incident, the Manager must:

- Offer a debrief to any staff member involved.
- Assess the wellbeing of affected staff and provide appropriate support.
- Ensure no member of staff is required to manage a conduct matter without appropriate support and supervision.
- Signpost staff to the Employee Assistance Programme (EAP).

Section 14 — Policy Review

14.1 Scheduled Review

- This policy must be reviewed by the Manager and DSL at least once every 12 months.
- The review date is recorded in the Document Control Table at the front of this policy.
- Following each review, all staff must re-read and re-sign the policy.
- The updated policy must be shared with all current families upon re-issue.

14.2 Triggered Review

This policy must be reviewed immediately, outside of the scheduled cycle, in any of the following circumstances:

- Following any serious conduct incident to which this policy applies.
- Following any change in relevant legislation, statutory guidance, or Ofsted inspection frameworks.
- Following any Ofsted inspection at which this policy is scrutinised and recommendations are made.
- Following a significant change in the nursery's operational context or staffing structure.

14.3 Version Control

- Each revised version of this policy must be assigned a new version number and date.
- Superseded versions must be archived securely and retained for a minimum of three years.

This policy was adopted by Little Acorns Montessori in June 2026 and supersedes any previous policy on this subject.

Parents and carers are asked to acknowledge the policy upon registration to confirm they have read and understood this policy.

Role	Name	Date
Owner/Director	Jonathan Duffy	June 2026