



Community Guidelines for Cherubs Nurseries Social Media

These community guidelines must be adhered to by all content users of Cherubs Nurseries social media. This includes Cherubs Nurseries themselves, representatives of Cherubs Nurseries and any parents/carers of children at Cherubs Nurseries. These community guidelines have been established to ensure that the social media platforms remain positive, safe spaces where information can be effectively shared and communication between nursery and parents enhanced.

Obligations on Cherubs Nurseries

- To share engaging and insightful content with parents. This could include, but is not limited to; photographs, videos, posts from other content creators and messages on the discussion board.
- To engage in parent discussion, on the page, within reason and during nursery operating hours only (7:30am-6:00pm).
- To regulate the pages they operate, ensuring they remain safe and positive spaces. This includes asking security questions to potential members, removing members once they no longer access services provided by Cherubs Nurseries, regulating posts and ensuring that the “commenting” tool is not accessible for member use on sensitive posts.

Obligations on Members

- To engage with the content shared, leaving positive and constructive responses, where appropriate.
- To not save or distribute any photographs or videos that have been shared on the page, that may feature other children.
- As information shared in the page can be sensitive and confidential we ask that parents ask before sharing any content posted, by any member.
- To not intentionally start posts or discuss a topic that could encourage “copycat” behaviour.
- To not use language that could be offensive to other members and to not target individual members of the group.
- To respect the diversity of the group and its members, ensuring that the group remains a positive and safe space at all times.
- To not post “spam” into the group. All posts must be approved by a Cherubs Nurseries Admin. From time to time, we do allow posts that are charity or childcare related to be posted into the group, by parents/carers. However, anything not relevant to the group or Cherubs Nurseries will not be approved.
- To ensure that all other Cherubs Nurseries Policies and Procedures are followed, whilst being part of the group. This includes the Cherubs Nurseries Complaints Policy, which must be adopted by members if they have a complaint or concern, regarding any aspect of the service provided by Cherubs Nurseries.

Cherubs Nurseries reserves the right to remove a member (or members) of the group for non-compliance with community guidelines. Please do not be offended if, for whatever reason, your post in the page is not approved. If you are unsure, please email your child’s nursery directly or consult these guidelines. We would also like to highlight that our social media is not a platform to raise complaints or concerns with the service we provide, please do this through the correct channels.