

Parent Code of Conduct Policy

Policy statement

We strongly believe in developing positive relationships with our parents/carers and the community, as this benefits children. A close partnership between children, parents/carers, staff and the wider community is vitally important to providing high-quality care and education, which meets the needs of individual children. We strive to maintain positive relationships through the friendly, approachable service we offer to our families.

Staff, parents/carers, committee members and other visitors are expected to support the respectful ethos of the nursery showing respect, tolerance, patience and concern for others.

Policy purpose

The purpose of this Code of Conduct is to provide clear expectations around the conduct of parents/carers and visitors connected to and visiting the nursery. The Code of Conduct clarifies behaviour that will not be tolerated and seeks parental agreement to adhere to these expectations. The Code of Conduct sets out the actions the nursery will take, should this code be ignored or breached.

The policy underpins our firm belief that staff and children have the right to always feel safe in the nursery environment, and all members of staff have the right to work without fear of violence or abuse, or the need to employ self-defence.

This policy should be considered alongside our Inclusion and Equality Policy.

We meet Early Years Foundation Stage (EYFS) Safeguarding and Welfare Requirement: Safety and Suitability of Premises, Environment and Equipment *'Providers must follow their legal responsibilities under the Equality Act 2010.'* (DfE 2014).

Expectations of behaviour

We expect all staff, parents/carers and adult visitors to the nursery to:

- Behave responsibly while on the premises, being mindful that there are children present

- Support the respectful ethos of the nursery by setting an example of good conduct in both speech and behaviour towards all members of the setting's community including staff, volunteers, committee members other parents/carers and children
- Respect the equal opportunities and the rights of everyone within the nursery community regardless of their age, gender, sexual orientation, marital status, race, culture, disability, background, religion or belief
- Maintain positive lines of communication and working together with staff for the benefit of all children
- Respect the nursery environment
- Read and respect all nursery policies and procedures; policies are available for our parents to read on our website or by asking the Office.
- Raise any concerns you may have by speaking to the nursery manager so they can be dealt with fairly, appropriately and effectively for all concerned
- Any issues of concern should be raised whilst at the nursery as staff are unable to discuss issues when away from the nursery
- Address their own child's behaviour on the nursery premises where it could otherwise lead to conflict, aggression or increased risk

Behaviours our nursery will not tolerate

Aggression, verbal abuse and physical abuse are unacceptable towards any members of staff or the wider nursery community no matter the circumstances.

Examples of behaviours that are unacceptable and will not be tolerated are:

- Disturbing nursery staff and trying to speak to them whilst they are supervising children
- Attempts to gain entry or breaching nursery security procedures, e.g. entering the premises without permission and appropriate supervision
- A raised voice or shouting, speaking in an aggressive or threatening tone, swearing or other inappropriate language, either in person or over the telephone
- Physical threats, intimidation, aggression or violence including, but not limited to:
 - aggressive hand gestures or exaggerated movements
 - pushing
 - hitting

- slapping
- punching
- kicking
- spitting
- Any bullying towards other adults or children
- Abusive or threatening communications such as e-mails, phone calls, text messages or social network messages
- Any inappropriate posting or comments on the internet or social media, including posts which could bring the nursery reputation into disrepute; posts deemed as bullying; malicious or defamatory or comments relating to the setting/nursery/preschool, the staff or other families
- Any discriminatory, derogatory, prejudicial, racist, sexist or homophobic remarks or behaviour towards other adults or children regarding the **'protected characteristics'** of Equality Act 2010: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity
- Smoking, vaping or the use of e-cigarettes on the nursery premises
- Consumption of alcohol or illegal substances on the premises, or accessing the nursery premises whilst intoxicated or under the influence of illegal substances

NOTE: this is not an exhaustive list but seeks to provide illustrations of such behaviour.

Procedure to be followed in the event of unacceptable behaviour by parents/carers

The nursery expects and requires its members of staff to behave professionally in difficult situations and to attempt to defuse the situation where possible, seeking the involvement of other colleagues as appropriate.

If a parent/carer behaves in an unacceptable way towards a member of staff or the nursery community, the manager or appropriate senior staff member will:

- Make a record of the incident at the earliest opportunity, including the names of any witnesses
- Seek to resolve the situation through discussion and mediation
- If necessary, follow the nursery complaints procedures
- Where all procedures have been exhausted, and the inappropriate behaviour continues, or where there is an extreme act of violence, a parent/carer may be

banned by the manager from the nursery premises for a period of time, subject to review

- If there is not another suitable adult to bring the child to the nursery during a parent/carer ban, the child's hours may be changed, reduced or if necessary, the child may have to stop attending the nursery
- Where criminal activity has taken place, the setting will notify the police
- If the staff are concerned about a child's wellbeing due to behaviour that they have witnessed, they will contact the West Sussex Integrated Front Door.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed in writing, that they are banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement, indicating that the matter has been reported to the West Sussex Integrated Front Door, Ofsted and the police, will be included
3. Where appropriate, arrangements for children being delivered to, and collected from, the nursery exit will be clarified
4. Any parent/carer who is asked to leave the premises will have the right to appeal the decision by writing to the Manager within 10 working days of the date of the banning letter
5. If staff have any concerns about the safety or wellbeing of a child, our Safeguarding Policy and procedures will be followed including referral to Children's Services if appropriate

Incidents involving other children

If an incident has happened at nursery involving your child, please do not approach/telephone other parents/carers or post comments on social media sites. We ask that parents/carers come in and tell the nursery staff how they are feeling and to give your child's account of the incident. We commit to dealing with any incident by following the nursery policies and procedures.