



8.9 Parents Code of Conduct

At St Pauls Walden Preschool we believe that demonstrating and role modelling positive behaviour has a huge impact on the children and other adults that are part of our community. This can be modelled in a number of ways from the language we use, the general upkeep of the setting and the actions we decide to take. We expect such behaviours to be followed at all times. We expect all parents/carers, staff, children, and visitors to adhere to this ethos.

We believe that the impact of working as a team gives our children the right skills to flourish throughout their education. The importance of good working relationships is essential to achieving positive outcomes and we encourage parents and carers to participate fully in participating in this.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact the Nursery manager who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the nursery Complaints Procedure. This is available on the nursery website, or a copy can be requested from the office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code of conduct also sets out the actions the nursery can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive or threatening behaviour to anyone at any point, anywhere on the nursery premises.
- Bringing the nursery into disrepute through inappropriate comments
- Any inappropriate behaviour on the nursery premises.
- Discussing any child or child's behaviour other than their own.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer, or child.
- Damaging or destroying nursery property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the nursery community.
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/staff/committee at the nursery or on social media sites/platforms
- Sharing staff members' personal contact details with other parents or the wider community.
- The use of physical, verbal, or written aggression towards another adult or child.
- Approaching someone else's child in order to discuss or intimidate them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on the nursery premises (alcohol may only be consumed during authorised events).
- Unauthorised dogs are not to be brought on to the school premises (other than guide dogs).

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children.
- Abusive or personal comments about staff, committee, children, or other parents.
- Posting defamatory or libellous comments.
- Emails circulated or sent directly with abusive or personal comments.
- Using social media to publicly challenge or discuss issues about individual children or members of staff.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.
- Breaching nursery security procedures.

Should any of the above occur on nursery premises or in connection with the nursery we may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises. **Think before you post!**

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code, then appropriate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will

include any or all cases of threats or violence and actual violence to any child, staff or committee member in the nursery. This will also include anything that could be seen as a sign of harassment of any member of the nursery community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous, or criminal matter, then the nursery will send out a formal letter to the parent/carer with an invitation to a meeting.

If the parent/carer refuses to attend the meeting then the nursery will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

We take our safeguarding responsibilities and behaviour seriously and will deal with any reported incidents appropriately in line with all appropriate policies.