36. CODE OF CONDUCT POLICY FOR PARENT, CARERS, VISITORS

36.1 Aims

At Walton under fives we are very proud and fortunate to have a dedicated and supportive community. At the preschool the committee, staff and parents/carers all recognise that the education of our children is a partnership between us. For these reasons, we will continue to welcome and encourage parents/carers to participate fully in the life of our preschool.

We expect the community to respect the preschool ethos and set a good example of their own behaviour both on the village hall premises and when accompanying us on a visit.

We expect our parent/carers to keep all the children safe by driving and parking sensibly in the village hall car park.

We are committee to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that misunderstandings or mis-communications can cause frustrations and have a negative impact on our relationships. Where issues arise, please contact the Manager/Deputy Manager in their absence who can arrange to meet to discuss and then investigate where necessary.

If the issue remains unresolved, the please follow the preschool’s complaints prodedure.

This code aims to clarify the types of behaviour that will not be tolerated and the actions the preschool can take should this code be ignored or breached.

36.2 Managing inappropriate conduct

In the instance of inappropriate behaviour, the preschool will follow a number of procedures, depending on the severity of the situation:

* In the first instance, the parent/carer who is creating a nuisance or disturbance will be asked to leave the premises or will be invited into a separate room to calm down.
* If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the preschool will contact the police in order for the individual to be removed from the premises.
* The preschool will also contact the police in the event of any serious violence and assault, and in the event of any actual harm caused to an individual. The police may also be called if the staff member feels threatened in any way or that the situation may led to violence.
* Instances of inappropriate behaviour will be recorded in writing by all members of staff involved and will be given to the Manager and the Committee Chair.
* The Manager will invite the individual to attend a meeting with the Committee Chair in which to discuss their inappropriate behaviour, and explain that further disturbance may result in the individual being barred from the premises. The date and time of the meeting will be agreed in advance. If the parent/carer does not attend the meeting, then the parent/carer will be contacted at the time. If contact cannot be made, a letter will be written to them stating that a ban is now in place.
* If disturbance continues after meeting with the Manager, or where there is a one-off extreme case of violence, the preschool has the power to bar the individual from entering the preschool property for a limited time, subject to review; or permanent exclusion may be necessary

36.3 Behaviour that will not be tolerated –

* Disruptive behaviour which interferes or threatens to interfere with any of the preschools’ normal operation or activities anywhere on the hall premises, the Muga, the field or park.
* Any inappropriate behaviour on the school premises.
* Using loud or offensive language or displaying temper.
* Threatening in any way, a member of staff, visitor, fellow parent/carer, committee member or child.
* Damaging or destroying preschool or village hall property.
* Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the preschool community.
* Defamatory, offensive or derogatory comments regarding the school or any of the children/parents/staff/committee at the school on Facebook or other sites
* The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on the hall premises.
* Approaching someone else’s child in order to discuss or chastise 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 village hall premises, whilst preschool is open. (Alcohol may only be consumed during authorised events). If the preschool believes that a parent/carers alcohol or drug usage is impacting on the safety and wellbeing of a child, the preschool has a duty to raise a child protection concern and take appropriate action in accordance with the school’s Safeguarding Policy, including referral to Children’s Services
* Threatening to remove your child
* Gossip or public criticism

Should ANY of the above occur on the village hall premises, MUGA, field or park the preschool may feel it is necessary

36.4 Inappropriate use of social media

Social media websites are being used increasingly to fuel campaigns and complaints against preschools, staff, and in some cases other parents/carers or children.

The Committee and staff considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole preschool community.

Any concerns you may have must be made through the appropriate channels by speaking to the Manager, Deputy Manager or Committee Chair, so they can be dealt with fairly, appropriately and effectively for all concerned.

All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report contact or activity which breaches this. The preschool will also expect that any parent/carer or adult removes such comments immediately.

Parent/carers will not post on social media anonymously or under an alias in order to evade the guidance given in this policy.

Any cases of social media use that breach the guidelines of this policy will be reported to the Manager immediately. The Manager may contact the police if necessary

In serious cases, the preschool will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent/carer to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare. We would expect that parent/carers would make all persons responsible for collecting children aware of this policy.

36.5 Preventative measures

* A parent/carer has the right to speak to a member of staff confidentiality about personal matters, however when talking to parent/carers, staff will always be within sight or hearing of another member of staff or committee member.
* Staff will recognise when to call another member of staff for support if they feel the situation or behaviour of the parent/carer may escalate
* Staff will record any significant conversations with a parent/carer as soon as possible in the health and well being record or written on an A4 piece of paper to be kept in the child’s personal file
* All incidents that require to be recorded on an incident form, the parent/carer will be phoned before collection. If the incident needs an accident form for another child, this parent/carer to be phoned before collection. Both forms still require a signature at the end of the day. This way, confidentiality is maintained; it will reduce potential embarrassment or awkwardness.

36.6 Legal framework

This policy has due regard to statutory legislation, including, but not limited to, the following: • The Education Act 2011

• The Education Act 1996

• The Children Act 2004 2.2 This policy also has due regard to statutory guidance, including, but not limited to, the following:

• DfE (2019) ‘Keeping children safe in education

36.7 Links to other policies

* Health and Safety Policy
* Complaints Policy
* Equalities Plan
* Safeguarding Policy
* Staff Code of Practice
* Parental involvement
* Social networking

This policy was adopted at a meeting of Walton under fives held on ….

Signed Preschool Manager …………………………………. Date ………………………

Signed Committee Chair …………………………………… Date ……………………….