

# *Rainbow Pre-School & Extended Services*



## **Parent/Carer Code of Conduct Policy**

### **Policy Statement**

The aim of this code of conduct is to ensure that the staff, the parents and the children who attend our setting understand what behaviour is expected of them.

The key to avoiding misunderstanding and potentially volatile situations is communication. We encourage a culture of polite consideration towards others, using acceptable verbal and non-verbal language. At no time will aggressive or offensive language be acceptable from anyone, whatever the circumstances may be.

We will achieve our policy statement by expecting all parents, carers and those acting on behalf of parents or carers to comply with the following:

Please do:

- share information with staff about your child's development, health and well being
- let us know if someone else is collecting your child and give them the password if appropriate
- collect your child on time, if you are going to be unavoidably late, then please let us know as soon as possible
- ask the staff/committee questions
- share any worries, concerns or complaints to your key person, the manager or the committee

Please do not:

- use inappropriate language when speaking with staff, children or other parents
- use aggressive or threatening behaviour towards staff, children or other parents either in person, on the phone or in writing
- collect your children from pre-school if you have consumed alcohol, medication or other substances that have affected your judgment or responses
- smoke on school property
- use your mobile phone within our grounds or collect your child from the door whilst on the telephone
- quarrel with other parents or staff
- interfere with staff doing their job
- breach our confidentiality or GDPR policy
- discuss or name the pre-school in a way likely to cause offence, or use the name or photograph of any of the staff or children who attend, on any online networks such as Facebook or Twitter etc.
- Send our staff 'friend' requests on any social media networks.

## **Breaches of our code of conduct**

Any breach of this code of conduct will be dealt with promptly and is taken very seriously. The Director and/or committee will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures:

- A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated
- A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children
- The suspension and possible permanent withdrawal of their child's place. This course of action will only be taken if all other avenues have been explored and the Director and/or committee feel that this is the only possible course of action left open to them. If the staff are presented with a difficult or volatile situation and they feel that any individual is at immediate risk of harm, the police will be contacted and their assistance requested to help deal with the situation.

This policy was adopted by	Rainbow Pre-school & Extended Services
On	<hr/> 17 <sup>th</sup> July 2017
Date reviewed:	<hr/> 21.11.26
Signed on behalf of the provider	<hr/> H Adams
Name of signatory	<hr/> Hannah Adams
Role of signatory (e.g. chair, director or owner)	<hr/> Head of Teaching and Child Development <hr/>