



## **Twiggs lane Preschool Code of Conduct for Parents, Carers and Visitors**

At Twiggs lane preschool we recognise that the education of all children is a partnership between ourselves and parents/carers. We recognise the importance of a good working relationships for children to develop the necessary skills needed to thrive during their time at the setting and beyond. We welcome and encourage parents and carers to participate fully in the life of our preschool, this helps us to maintain successful parent partnerships.

We expect our parents/carers to respect our ethos, our staff, and our environment. In addition to this we expect them to set a good example of their own behaviour both on preschool premises and when attending events at the setting. We also expect our parents, carers, and visitors to keep our children safe by adhering to the preschool's request to park safely outside the buildings during drop offs and collections.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our preschool. 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 your child's Key Worker or the Preschool Managers, who will be available to meet with you and discuss the issue. Where issues remain unresolved, please follow the preschool's Complaints Procedure. This is available on the preschool website.

This code of conduct also sets out the actions the preschool can take should this code be ignored or where breaches occur.

### **Behaviour that will not be tolerated**

- Disruptive behaviour which interferes or threatens to interfere with any of the preschool's normal operation or activities anywhere on preschool premises.
- Any inappropriate behaviour on preschool premises.
- Loud or offensive language or displaying temper.
- Threatening in any way a member of staff, a visitor, a fellow parent/carer, or a child.
- Damaging or destroying preschool 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 preschool or any of the pupils/parents/staff/committee members at the preschool on Facebook or other social media sites.
- The use of physical, verbal, or written aggression towards another adult or child. This includes physical punishment of your own child on preschool premises.
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards your 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 preschool premises.
- Dogs being brought on to the preschool premises (other than guide dogs).



Should any of the above occur on preschool premises or in connection with the preschool then any necessary action may be taken, including contacting the appropriate authorities or considering banning the offending adult from entering the preschool premises.

### **What happens if someone ignores or breaks the code?**

In cases where the unacceptable behaviour is 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 of violence and actual violence to any child, staff, or visitor to the preschool. This will also include anything that could be seen as a sign of harassment of any member of the preschool community, including any form of insulting social media posts or any form of cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the preschool will seek advice from appropriate services.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous, or criminal matter, then the preschool may invite the parents/carer to a meeting. If the parent/carer refuses to attend the meeting, then the preschool will write to the parent/carer and ask them to stop the behaviour causing the concern and warn them that if they do not then they may be banned from the preschool premises. If the behaviour continues, the parent/carer will be written to and informed that a ban is now in place.

Notes:

- (1) A ban from the preschool can be introduced without having to go through all the steps offered above.
- (2) Site bans will normally be limited in the first instance.

### **Issues of conduct with the use of social media**

The preschool has a Facebook page and Family app which allows parents to receive and respond to messages about preschool events and information; we encourage you to positively participate if you wish. We ask that you use common sense when discussing preschool life online and remain respectful to all other users. We ask, whether public or private, that you do not fuel campaigns and voice complaints, concerns, or grievances against the preschool on social media sites. Any behaviour deemed inappropriate, or disrespectful may result in the removal of a parent/carer from our Facebook group or Family app and the above procedures being put into place with regards to breaches of our code of conduct.

Online activity considered inappropriate:

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



At Twiggs lane preschool we have a duty to safeguard and promote the welfare of all who enter the setting. We are committed to ensuring that our practices reflect our statutory responsibilities and that we comply with best practice and Ofsted requirements.

Thank you for abiding by our code of conduct. Together we create a positive and uplifting environment not only for the children but also all who work within and visit our school. It is important for parents and carers to make sure any persons collecting their children are aware of this policy.