



Grandpont
Nursery School & Childcare

Grandpont Code of Conduct for Parents and Carers



**OXFORDSHIRE
COUNTY COUNCIL**

www.oxfordshire.gov.uk

Code of Conduct for Parents and Carers

Grandpont Nursery School and Childcare recognises that the education of our children is a partnership process between home and the setting. We welcome and encourage parents and carers to participate fully in the life of the setting.

Staff work within the Oxfordshire County Council Code of Conduct and have a Staff Code of Conduct which includes expectations for staff behaviour.

This Parent/Carer Code of Conduct aims to clarify the types of behaviour that will not be tolerated and seeks parental sign up to these expectations. The policy also sets out the actions the setting can take should this code be ignored or where breaches occur. It is based on a model policy provided by Oxfordshire County Council.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the setting's normal operation or activities anywhere on the setting's premises.
- Any inappropriate behaviour on the setting's premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carers or pupil.
- Damaging or destroying the setting's property.
- Ignoring setting's guidelines for safe use of the setting's entrance and car park.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the setting's community.
- Defamatory, offensive or derogatory comments regarding the setting or any of the pupils/parents/staff/governors at the setting on Facebook or other sites (See Appendix 1 for more details)
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on the setting's 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 the setting's premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the setting's premises (other than guide dogs)

Should any of the above occur on the setting's premises or in connection with the setting, the setting may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the setting's premises altogether.

Please note: Parents/carers - please make sure all persons collecting children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carers or visitor of the setting breaking this code then proportionate 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 Thames Valley Police. This will include any or all cases of threats or violence and actual violence to any child, staff member or governor in the setting. This will also include anything that could be seen as a sign of harassment of any member of the setting community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander then the setting will refer the matter to the County Council's Legal Team for further action.

In cases where the code of conduct has been broken, but the breach was not libelous, slanderous or criminal matter, then the setting 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 setting 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 setting's premises. If after this behaviour continues the parent/carer will again be written to and informed that a ban is now in place.

Note: (1) a ban from the setting can be introduced without having to go through all the steps above in more serious cases.
(2) site bans will normally be limited in the first instance

Complaints

This code of conduct does not prevent parent/carers from raising a legitimate complaint in an appropriate fashion. We hope that complaints and concerns can be resolved through open dialogue with members of staff as appropriate but, if you are not satisfied with responses received please follow the complaints procedure as laid out in the Complaints Policy. This is available on the website, but if you would prefer please contact the Office to arrange for a paper copy to be made available

Issues of conduct with the use of Social Media

Most people take part in online activities and social media and there are various online groups managed by parents for parents within the setting. We encourage you to positively participate if you wish. Within these spaces however we ask that you please use sensitivity when discussing life in our setting online.

Think before you post

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the setting, setting staff, parents or children. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, child or member of staff.

If parents have any concerns about their child in relation to the setting they should:

1. Initially contact their child's key person, or if they are not available the Childcare Manager or Lead Teacher
2. If the concern remains they should contact the head teacher
3. If still unresolved, contact the setting's governors through the complaints procedure

Parents should not use social media to air any concerns or grievances.

Online activity which we consider inappropriate:

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

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Appendix 1

Our Agreement Parent/Carers

Name: _____

Child or children's name(s): _____

Please tick:

☐

I have read and agree to follow the code of conduct.

☐

I understand that if I break the code of conduct then the setting will take appropriate action in line with the detail of the policy.

Signed: _____

Date: _____