



Grandpont
Nursery School & Childcare

Grandpont Code of Conduct for Parents and Carers



**OXFORDSHIRE
COUNTY COUNCIL**

www.oxfordshire.gov.uk

Parent/Carer Code of Conduct

At Grandpont Nursery Centre and Children's Centre we are very proud and fortunate to have a very dedicated and supportive community. Our parent body, staff, governors, parents and carers alike all recognise that the education of our children is a partnership process between all these parties. As a partnership we are all aware of the importance of good working relationships and all recognise the importance of solid working relationships to equip all of our children with the necessary skills for learning. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our centre.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our centre about the expectations around the conduct of all parents and visitors connected to our centre.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. It is important to establish that when this happens, we remain committed to resolving difficulties in a constructive manner through open, positive dialogue. In this way we can continue to support children's learning and development in an atmosphere of mutual understanding.

Our staff work within the Oxfordshire County Council Code of Conduct. In addition we have a Grandpont Staff Handbook which includes expectations for staff behaviour. This code is aimed at the wider centre community, so that all can see and understand the expectations of behaviour of all visitors or those connected with the centre. The policy 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 centre can take should this code be ignored or where breaches occur. It is based on a model policy provided by Oxfordshire County Council for schools.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the centres normal operation or activities anywhere on the centre premises.
- Any inappropriate behaviour on the centre 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 centre property.
- Ignoring centre guidelines for safe use of the centre 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 centre community.
- Defamatory, offensive or derogatory comments regarding the centre or any of the pupils/parents/staff/governors at the centre 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 centre 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 centre premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the centre premises (other than guide dogs)

Should **any** of the above occur on centre premises or in connection with centre the centre may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the centre premises altogether. Thank you for abiding by this policy in our centre. Together we create a positive and uplifting environment not only for the children but also all who work and visit our centre.

Please note: can parents/carers please make sure all persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the centre 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 centre. This will also include anything that could be seen as a sign of harassment of any member of the centre 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 centre will refer the matter to the County Councils Legal Team for further action. In cases where the code of conduct has been broken, but the breach was not libellous, slanderous or criminal matter, then the centre 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 centre 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 centre 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 centre can be introduced without having to go through all the steps offered 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.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with responses received however, we would ask that you then follow the complaints procedure as laid out in our centre complaints policy. This is available on the centre's website, but if you would prefer please contact the centre office and we can arrange for a hard copy to be made available

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

There are various online centre groups managed by parents for parents, such as class Facebook pages, and they can be a wonderful source of knowledge, support and advice. We encourage you to in and positively participate if you wish.

Within these spaces however we ask that you please use common sense when discussing life in our centre 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 centre, centre staff, parents or pupils.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil or member of staff.

If parents have any concerns about their child in relation to the centre as we have said above they should:

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

Parents should not use social media as a medium 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 centre in 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 centre policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching centre security procedures

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

reviewed by governors May 2019

SignedChair of Governors

Date

Appendix (1)

Our Agreement Parent/Carers

name:

Child or children's name:

Please tick:

☐

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

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

Signed: _____

Date: / /