

Safety and suitability of premises, environment and equipment: Safety

Providers must take reasonable steps to ensure the safety of children, staff and others.



Parent/ Carer Code of Conduct

This Parent, Carer and Visitors Code of Conduct is an agreement between parents, carers, visitors, and Ashurst Wood Community Pre-School. The purpose of this Parent, Carer and Visitors Code of Conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our Pre-school. At Ashurst Wood Community Pre-school, we are very proud of and fortunate to have a dedicated and supportive community.

The staff, committee, trustees, parents, and carers all recognise that the education of our children is a partnership between us. We expect our community to respect our Pre-school ethos and set a good example to others. We believe staff, parents, carers, visitors, and children are entitled to a safe and protective environment.

As a partnership, we are all aware of the importance of good working professional relationships and all recognise the importance of these relationships to equip our children with the necessary skills during their education with us and beyond. Parents are to respect professional boundaries when seeing staff outside of the setting.

This Parent, Carer and Visitors Code of Conduct aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The Parent, Carer and Visitors Code of Conduct also sets out the actions the Pre-school 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 Pre-school's normal operations or activities anywhere on the premises
- Any inappropriate behaviour on the premises
- Using loud or offensive language or displaying temper in person or over the telephone
Threatening in any way, a member of staff, visitors, fellow parents/carers or child
- Damaging or destroying setting property
- Breaching professional boundaries by approaching staff to discuss Pre-school related issues outside of the setting or outside of their working hours.
- Sending abusive or threatening emails or text/voicemail/phone message or other written communication (including social media) to anyone within the nursery community
- Defamatory, offensive or derogatory comments regarding the school or any of the children/parents/staff/committee at the school on any social media site
- The use of physical, verbal, or written aggression towards another adult or child. This includes physical punishment of your own child on school premises
- Approaching someone else or their 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 as an assault on that child and may have legal consequences)
- Online sites or social media, whether public or private, should not be used to fuel campaigns and voice complaints against the setting, staff, parents or children
- Racial or sexist comments made to any member of the school community
- Smoking, taking illegal substances or the consumption of alcohol on the premises or accessing the setting whilst intoxicated. (Alcohol may only be consumed during authorised events)

Should any of the above occur on our premises or in connection with the school, the school may feel it necessary to take action by contacting the appropriate authorities. Ashurst Wood community Pre-school reserve the right to refuse entry or require the withdrawal of your child/ren with immediate action if Management/ Committee feel it is appropriate to safeguard the setting and staff from disrepute.

If parents have any concerns about their child in relation to the Pre-school, they should:

1. Initially discuss the concerns with the key person or senior staff
2. If the concern remains, contact the Manager/ Committee
3. If still unresolved, refer to our complaint's procedure.

We are committed to resolving difficulties in a constructive, open and positive dialog. Where issues arise or misconceptions of situations happen, we need to work together to resolve the problem. As a community-based setting we always try our best to resolve concerns/ issues as quickly and efficiently as possible. If despite our best efforts, the persistent issues arise with a family or there are unrealistic expectations of what you expect from the setting that may affect the running of the Pre-school, we may invite you in to discuss if our setting is the right fit for you and your child. If we cannot resolve the issues, we reserve the right to terminate your child's place without notice.

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above and the West Sussex Integrated Front Door and LADO services.

Together we hope to create a positive and uplifting environment not only for the children but also all who work and visit our setting. It is important for parents/carers to make sure any persons collecting their child/ren are aware of this code of conduct.

This policy was adopted by Ashurst Wood Community Pre-School

Lauryn Page (Manager)

Charlotte Tester (Chair or Committee)
