



Lyn's little ones Day Nursery



Code of Conduct for Parents

Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Lyn's Little Ones Pre-School.

At Lyn's Little Ones Pre- School we are very proud and fortunate to have a very dedicated and supportive staff community.

We expect our community to respect our Pre-school ethos, keep our Nursery tidy, set a good example of their own behaviour both on Nursery premises and when accompanying classes on Nursery visits.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our Pre-School.

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 room supervisor, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the Nurseries complaints procedure.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the nursery 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 nurseries normal operation or activities anywhere on the nursery premises.
- Any inappropriate behaviour on the nursery premises.



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- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying nursery property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the nursery community.
- Defamatory, offensive or derogatory comments regarding the nursery or any of the pupils/parents/staff at the nursery on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on nursery 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 nursery premises.
- Dogs being brought on to the nursery premises. (other than guide dogs)

Should **any** of the above occur on nursery premises or in connection with nursery the nursery may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the nursery premises.

Thank you for abiding by this code in our nursery. Together we create a positive and uplifting environment not only for the children but also all who work and visit our nursery.

It is important for parents and carers to make sure any 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 nursery 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 the Police. This will include any or all cases of threats or violence and actual violence to any child, staff in the nursery, This will also include anything that could be seen as a sign of harassment of any member of the nursery 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 nursery 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,



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slanderous or criminal matter, then the nursery will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting then the nursery 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 nursery 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 nursery 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.

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.

Within these spaces however we ask that you use common sense when discussing nursery life 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 nursery, nursery staff, parents or children.

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

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

1. Initially contact the class teacher
2. If the concern remains they should contact the Manager
3. If still unresolved, the Manager goes through the complaints procedure

They 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 children
- Abusive or personal comments about staff, children or other parents
- Bringing the nursery in disrepute



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- 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 nursery policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching nursery security procedures

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