

Parent, Carer and Visitor Behaviour Policy.

At Pickering Pre-school Playgroup we are very proud and fortunate to have a very dedicated and supportive pre-school community. We recognise that to give children the best education, there is a partnership between staff and volunteers, with parents and carers. 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. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our pre-school.

The purpose of this policy is to provide information of the expectations around the conduct of all parents, carers and visitors connected to our pre-school. It aims to clarify the types of behaviour that will not be tolerated and also sets out the actions the pre-school can take should this code of conduct be ignored or where breaches occur.

Complaints.

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, the Manager or Chairperson will be made available to meet parents to discuss any issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on request from pre-school staff.

We request that parents / carers should not use social media as a medium to air any concerns or grievances. If parents have any concerns about their child in relation to the pre-school they should:

1. Initially contact their child's key worker and / or the Manager.
2. If the concern remains after talking to the key worker they should contact the Manager.
3. If still unresolved, the pre-school committee / Chairperson through the Complaints Procedure.

The Complaints Policy will be followed.

Behaviours.

We expect our pre-school community to set a good example of their own behaviour both on pre-school premises and when accompanying pre-school on visits.

In addition we also expect our parents, carers and visitors to keep our children safe by adhering to the pre-school's request to park safely outside the pre-school during morning and afternoon collections.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the pre-schools normal operation or activities anywhere on the pre-school premises.
- Any inappropriate behaviour on the pre-school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, volunteer, visitor, fellow parent/carer or child.
- Damaging or destroying pre-school property. Damaging property on the wider Pickering Community Infant and Nursery School site.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the pre-school community.
- Defamatory, offensive or derogatory comments regarding the pre-school or any of the pupils/parents/staff/volunteers at the school 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 pre-school premises.
- Approaching someone else's child in order to 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 (tobacco or E-cigarette), taking illegal drugs or the consumption of alcohol on pre-school premises.
- Dogs being brought on to the pre-school premises. (other than guide dogs), except under invitation, for example as a visitor with an animal.

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

We lease our building from Pickering Community Infant and Nursery School. Any of the above actions against any of their members of staff, volunteers, governors, children and parents / carers will also not be tolerated, should we become aware of this we have a duty to inform the school of any such breach. This may result in a ban from the wider school site.

What happens if someone ignores or breaks the code of practice?

In the event of any parent/carer or visitor of the pre-school breaking this behaviour code or practice 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 or volunteer in the pre-school, This will also include anything that could be seen as a sign of harassment of any member of the pre-school 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 pre-school will seek legal advice from the Early Years Alliance and where deemed appropriate will take out further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the pre-school 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 pre-school 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 pre-school 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 pre-school can be introduced without having to go through all the steps offered above in more serious cases.
- (2) Site bans will normally be of a limited time in the first instance.

Issues of conduct with the use of Social Media

Pickering Pre-school Playgroup has a Facebook page which allows parents / carers to receive and respond to messages about school events. We encourage parents / carers to positively participate. Within these spaces however we ask that all user use common sense when discussing pre-school 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 pre-school, pre-school 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, volunteer or child.

Online activity which we consider inappropriate:

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

Pickering Pre-school Playgroup take our safeguarding responsibilities seriously. In conjunction with our Safeguarding Policy we will deal with any reported incidents appropriately in line with the actions outlined above.

This policy was adopted at a meeting of Pickering Pre-School Playgroup held on 31st August 2023.

Date to be reviewed – Before end of August 2024.

Signed on behalf of the management committee

Name of signatory – Richard Allenby (Chairperson).