



Parental/Carers Code of Conduct Policy

At Stepping Stones we have excellent relationships with our parents and value the contribution that parents play in the life of the nursery and in their children's education. We provide many opportunities for parents to engage with nursery life including parent's evenings, invites to open mornings and participation in special celebrations. We also produce a newsletter to keep parents informed about nursery events. Important information is also included on our nursery website.

We want all parents to be confident that there are arrangements in nursery to keep their children safe, as part of our safeguarding procedures the nursery has put in place this parental behaviour policy to ensure that behaviour from parents does not cause the children and staff in nursery to feel distressed, threatened or unsafe.

If parents ever have an issue they would like to discuss in nursery the procedure to follow is: make an arrangement to speak to the key person, if the problem is not resolved make an appointment to see room leaders. If the problem is still not resolved please make an appointment to see the Manager.

Our Aim is: That parents communicate within the nursery environment in a pleasant and courteous manner without causing distress or offence to adults or children.

Expectation:

That parents set a good example to children at all times, demonstrating how to get along with all members of the nursery and the wider community.

Behaviour that is deemed as unacceptable includes:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidation, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing

- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Parents must not approach and shout out at children on the playground under any circumstances. Please report any concerns to a member of staff.

Possible Follow up actions:

The nursery reserves the right to take any necessary actions to ensure that members of the nursery community are not subjected to abuse. If parents become abusive at any time on nursery premises they will be asked to leave.

Nursery premises are private property and parents have been granted permission from the nursery to be on nursery premises. However, in case of abuse or threats to staff, pupils or other parents, nursery may and will ban parents from entering nursery and its grounds.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on nursery premises. The police will be called to assist in removing the person concerned.

Nursery is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into nursery.

This policy was adopted by	Stepping Stones	(name of provider)
On	01/09/2023	(date)
Date to be reviewed	As required	(date)
Signed on behalf of the management committee		
Name of signatory	Linda Jones	
Role of signatory (e.g. chair/owner)	Chair	