

Working in Partnership with Parents and Other Agencies Procedures

December 2022

10 Working in Partnership with Parents and Other Agencies Procedures

10.3 Parent/Carer and Visitor Code of Conduct

At Houghton and Wyton Pre-school, we strive to create strong partnerships with our parents / carers and visitors. We operate an open-door policy to discuss any matters which may arise. To successfully provide our service a mutual respect between all staff, visitors, children and parents / carers must be in place and therefore we expect everyone to set a good example in their own speech and behaviour.

We believe that our staff have a right to carry out their duties without fear of being attacked or abused. Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in parents / carers and visitors being asked to leave the Pre-school and immediately losing their right to a childcare place. Police may be called, and an investigation made.

In order to support a peaceful and safe environment Houghton and Wyton Pre-school cannot tolerate parents/carers and visitors exhibiting the following the types of behaviours but are not limited to:

- Using loud and/or offensive language, swearing, cursing or displaying temper
- Threatening and intimidating language or behaviour towards staff
- Any physical aggression towards any staff member. This includes physically intimidating behaviour, the use of aggressive hand gestures/exaggerated movements, physical threats, shaking or holding a fist towards another person, pushing, spitting or any other physical action which is aggressive or done in anger.
- Malicious allegations towards staff, visitors, or parents
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment
- Persistent or unrealistic demands that cause stress to staff will not be accepted
- Causing damage or theft
- Personal Harassment, including offensive conduct, comment or display made on either a one time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment on the part of the recipient
- Bullying towards staff, visitors or parents

Procedure

In the unlikely event that a parent starts to act in an aggressive or abusive way at the pre-school or towards a staff member, parent / carer or visitor, our policy is to:

- Direct the parent away from the children and into a private area such as the office, depending on the time of the day (where appropriate) or they will be requested to leave the premises.
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children.
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour does not diffuse.
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately. This will be carried out in a pre-arranged meeting and involve the Pre-school Management Committee.
- An incident form will be completed detailing the time, reason and action taken. All witnesses must write a statement detailing what was observed/heard.
- The Pre-school Management Committee will inform all relevant authorities, including OFSTED, The Local Authority and the police.
- In incidents such as this, staff may require support and reassurance following the experience. The Pre-school Management Committee will provide this and seek further support where necessary.

- The Pre-school Management Committee will also signpost parents / carers to further support if felt necessary.

A positive parent partnership is based on mutual respect and trust. This is the cornerstone of good childcare. When trust has irretrievably broken down, it is in the parent's interest, just as much as that of the Pre-school, that they no longer access our services. We reserve the right to terminate a child's place at Houghton and Wyton Pre-school without notice in the rare event that a parent partnership has broken down. The loss of a place at Houghton and Wyton Pre-school is an exceptional and rare event and is a last resort in an impaired parent-preschool relationship. In the event of a child's place being terminated, the family will not be able to enrol any siblings at Houghton & Wyton Pre-school in the future.

We ask you to always treat all members of our community courteously.

*This policy was adopted at a meeting of **HOUGHTON & WYTON PRE-SCHOOL PLAYGROUP***

To be reviewed as required.

Signed on behalf of the Parent Management Committee:



*Name of Signatory: **CLAIRE ANDERSON***

*Role of Signatory: **CHAIRPERSON***