Parents, Carers and Visitors Conduct Policy

1. Introduction

This Policy applies in relation to expected standards of behavior of parents, carers, visitors and anyone external to Home from Home who is attending Home from Home. We also have a Bullying & Harassment Policy and a Visitors and Outside Contractors Policy and this policy should be read in conjunction with both these policies. The management of inappropriate behavior by children is dealt with in the Behaviour Management Policy.

We find ourselves very fortunate to have a supportive and friendly community at Home from Home. Our parents recognise that educating children is a process that involves partnership between parents and practitioners. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for transition to school and beyond. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of Home from Home nursery school.

It is in everyone's interest for the environment for which we works and the environment that the children play to be harmonious and respectful. This policy sets out the expected standards of behavior to ensure all those who attend the nursery are treated with dignity and respect. Although we like to think that this is always the case we recognize that inappropriate behaviour can take place and we have appropriate policies in place to manage such situations if and when they arise.

2. Contents

The following sections are included in this policy document:

1. Introduction
2. Contents
3. Purpose and scope
4. Expected standards of Behaviour
5. The Process for Raising a concern
6. Review
7. Version Control

3. Purpose and Scope

The purpose of this policy is to advise all parents, carers and visitors to Home from Home nursery school about the conduct expected of them. This is so we can continue to progress, flourish and achieve in an atmosphere of mutual understanding.

4. Expected Standards of Behaviour

We have a duty to provide a safe and secure environment for children, employees and visitors. Violent, abusive or harassing behavior will not be tolerated and action will be taken to protect children, employees and visitors

We expect parents, carers and visitors to:

• Respect the caring ethos and values of Home from Home nursery school.
• Understand that both practitioners and parents need to work together for the benefit of the children.
• Demonstrate that all members of the nursery school community should be treated with respect and therefore set a good example in their own speech, conduct and behaviour.
• Seek to clarify a child's version of events with the nursery's view in order to bring about a peaceful solution to any issue.
• Approach the nursery to help resolve any issues of concern.
• Avoid using staff as threats to admonish children's behaviour.

4.1 Behaviours unacceptable on the nursery premises include but are not limited to
In order to support a peaceful and safe nursery environment the nursery cannot tolerate parents, carers and visitors exhibiting the following:

- Screaming, shouting, loud intrusive conversation
- Disruptive behaviour which interferes or threatens to interfere with the operation of the nursery
- Malicious allegations towards children, employees or other visitors
- Offensive language, swearing, cursing, using profane language or displaying temper.
- Threats or Threatening behavior e.g. to do actual bodily harm to a member of nursery staff, visitor, fellow parent/carer or child regardless of whether or not the behaviour constitutes a criminal offence.
- Harassment
- Violence towards persons or property
- Willful Damage or destruction of nursery school property and/or environments
- Abusive or threatening emails or text/voicemail/phone messages or other written communication.
- Derogatory, sexist remarks
- Defamatory, offensive or derogatory comments regarding the nursery or any of the children/parent/staff, at the nursery on Facebook or other social sites. (See Social Networking Code of Conduct Policy). Any concerns you may have about the school must be made through the appropriate channels by speaking to the Manager and/or Proprietor's, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child.
- 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 and consumption of and/or being under the influence of alcohol or other drugs whilst on nursery property.
-

In order to support a peaceful and safe nursery environment the nursery cannot tolerate parents, carers and visitors exhibiting the above. Should any of the above behavior, or any behavior deemed inappropriate, occur on Home from Home premises the Manager and/or Directors may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending person/s from entering the nursery grounds.

5. The Process for Raising a concern
We strive to create an environment that encourages open and honest feedback from all parties and then a speedy resolution there of.

To raise a concern or discuss a matter that cannot be resolved by the appropriate Room Manager or Team leader please follow the below process:

1. Make contact with the Nursery Manager either verbally or via email at nursery@worthingnurseryschool.co.uk
2. You will be responded to within 24 hours to agree the best approach to resolution which could be via email, telephone call or an arranged meeting
3. On agreement of resolution, we will summarise agreed actions via email within 48 hours
4. We will arrange a follow up session where appropriate

To raise a concern or discuss a matter that cannot be resolved by the Nursery Manager or to appeal against a decision of the Nursery Manager please follow the above process making contact with the Directors Nicola Law or Julia Pattenden at Julia@worthingnurseryschool.co.uk

We trust that parents, carers and visitors will assist our school with the implementation of this policy and we thank you for your continuing support.

5. Review

This policy will be reviewed annually and/or in line with any statutory guidance or internal change in process or policy

6. Version Control

Version	Date	Status	Comments	By
1	June 2017	Issued		Julia Pattenden
2	October 2018	Reviewed		Polly Manners
3	January 2022	Reviewed		Cassie Jones
4	December 2023	Reviewed		Sophie Eade
5	October 2024	Reviewed	In line with the bullying & harassment Policy	Julia Pattenden
6	November 2024	Issued to all contractors and parents		Julia Pattenden