

Code of Conduct for Parents, Families, Carers and Visitors

At Glenhurst Nursery & Pre-School, we are very proud to have strong relationships with all of our parents, families, carers and professionals. We are all aware of the importance of good working relationships and that these relationships equip our children with the necessary skills for their future.

We set high expectations of our staffing team to model appropriate behaviours towards children. Therefore, as a partnership we expect this to be reflected in the conduct of our Parents, Families, Carers and Visitors on site.

It is at the heart of everything we do at Glenhurst Nursery to make everyone feel safe, listened to, respected and valued whilst on our site. To ensure that this achieved we have put together a code of conduct for everyone to adhere to.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our nursery. This code aims to clarify the types of behaviour that will not be tolerated and forms an integral part of our terms and conditions of a place at Glenhurst.

Behaviours that will not be tolerated

- Disruptive behaviour which interfere or threatens to interfere with any of the nursery normal operation or activities anywhere on the premises.
- Any inappropriate behaviour on nursery premises.
- Using inappropriately loud or offensive language or displaying aggression.
- Verbal or physical abuse.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Harassing or targeting behaviours towards a specific member of staff or members of staff.
- Damaging or destroying nursery property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including on social media) to anyone within the community.
- Defamatory, offensive or derogatory comments regarding the nursery or any of the pupils/parents/staff/committee members at the nursery on social media platforms.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on our premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.
- Not complying with requests to put away devices as a condition of entry to the site.
- Smoking, taking illegal drugs or the consumption of alcohol on our premises, or arriving at the site in such a condition.
- Attempting to visit the nursery without prior appointment and demanding a meeting.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of our nursery breaking this code of conduct, a proportionate response 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 person on our site. 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 our Legal Team for further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the nursery will send out a formal letter to that person reminding them of our expectations and issuing a warning.

Following a warning, and should the behaviour continue, the individual will be banned from the site for a fixed period of time. A ban will prohibit an person from entering the nursery grounds to safeguard our nursery community. The duration of ban will be dependent on the situation.

A ban does not prevent a child from attending our setting, but requires that alternative arrangements are made to drop off and pick up the child without the offending adult being present.

In the event of non-compliance with a banning order, the nursery would work with the police or other relevant authorities to enforce any orders or take such further action as appropriate.

Our staff have a right to dignity, respect and courtesy in the workplace and we will vigorously defend this right from any party who attempts to mistreat a member of our team. Any form of abuse reported will be followed up and actions with the full force of the law.