



Parent/Carer Behaviour Policy

At All Saints Pre-school, we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the pre-school. We ask parent/carers to read and sign our Code of Conduct when their child starts with us.

Aims:

- That all members of the pre-school community treat each other with respect

Expectation:

- That adults set a good example to children at all times, showing them how to get along with all members of the pre-school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the pre-school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, committee members, parents and carers, children and other users of the pre-school premises will not be tolerated and the offender(s) may be asked to leave.
- Any parent who is asked to leave the pre-school premises will have the right to appeal the decision by writing to the Chairperson of the pre-school.

Please note that incidents of rudeness will be logged with the Chairperson.

We follow the guidelines of Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996.

Our pre-school premises are on private property (owned by All Saints Church) and parents have been granted permission to be on these premises whilst pre-school is open. However, in case of abuse or threats to staff, children or other parents/carers, the pre-school may ban parents/carers from entering the pre-school.

The police may be called to assist in removing the person concerned.

Pre-school is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into pre-school, especially if they are funded children.

Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the pre-school community:

(This is not an exhaustive list but seeks to provide illustrations of such behaviour)

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the pre-school into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating , 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 including sexual innuendo

Inappropriate use of Social Networking Sites:

Social media websites are being used increasingly to fuel campaigns and complaints against institutions and people. The Management Committee of All Saints Pre-school considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole pre-school community.

Any concerns you may have, must be made through the appropriate channels by speaking to the Manager or Chairperson, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any parent/carer or associate of a child/ren being educated and cared for at All Saints Pre-school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The pre-school will also expect that any parent/carer or associate removes such comments immediately.

In serious cases the pre-school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by a parent/carer to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of pre-school bullying. Thankfully such incidents are extremely rare.

Unacceptable behaviour may result in the Police being informed.

The pre-school reserves the right to take any necessary actions to ensure that members of the pre-school community are not subjected to abuse.

Parents have the right of appeal by writing to the Chairperson, within ten days of their permission to enter the pre-school premises being withdrawn.

Responsibilities:

It is the responsibility of the Manager and Management Committee to monitor and annually review this Parental Behaviour Policy.

Procedure to address inappropriate behaviour by adults on the school site

At All Saints Pre-school, we operate a 'zero tolerance' of the use of inappropriate behaviour anywhere on the pre-school site.

**Inappropriate behaviour means disrespectful conduct towards people or property within the pre-school site.

Our Parental Behaviour Policy states:

- That adults set a good example to children at all times, showing them how to get along with all members of the pre-school and the wider community
- That no members of staff, parents/carers or children are the victims of abusive behaviour or open to threats from other adults on the pre-school premises.

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches another child

The adult will be spoken to immediately and the issue investigated by the Manager and recorded. The adult will receive a warning letter.

A parent approaches another parent.

The parent should report this to a member of staff or the Manager. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the pre-school site under section 547 of the Education Act 1996.

A parent approaches a member of staff

This should be reported immediately to the Manager or Chairperson. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the pre-school site under section 547 of the Education Act 1996.

Recurring inappropriate behaviour

If a parent/s continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how antisocial behaviour, when not corrected, can lead to interviews with the Manager and Management Committee. This can then lead to a ban from the pre-school site under section 547 of the Education Act 1996

Depending on the circumstances of the individual incident, these procedural steps may be amended at the discretion of the committee. The pre-school reserves the right to go straight to a ban where the circumstances are sufficiently serious in the schools view.

**For 'parent' read for any adult who accompanies children onto the school site

