



## 7.4 Parents Code Of Conduct

### Policy statement

At Woodlands we have a **ZERO TOLERANCE POLICY**, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, staff and the whole Woodland's community.

As a partnership our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our setting. Woodlands has a duty of care to all staff, parents and children, to ensure their safety and well-being.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our setting about their expected conduct while on or in the surrounding areas of our premises.

### Parent's behaviour

Types of behaviour that are considered serious and **UNACCEPTABLE** and will not be tolerated towards any member of Staff and the Woodlands community:

- Shouting or rising your voice either in person or over the telephone.
- Taunting staff or trustees either in person, over the telephone or via email/Eylog messages.
- Inappropriate posting on Social Networking sites which could bring the Woodlands into disrepute or be deemed as bullying.
- Speaking in an aggressive/threatening tone either in person or writing.
- Physically intimidating, e.g. standing very close
- The use of aggressive/rude hand gestures/exaggerated movements
- Physical threats
- Swearing
- Actual physical violence
- Spitting
- Racist or sexist comments
- Naming of other children, staff or trustees in a derogatory manner on social media or discussing personal circumstances that could contravene ongoing safeguarding cases.
- We will not tolerate any discriminate against any member of staff, this includes age, gender or disabilities.

## **Our Expectation of all parents, carers and visitors**

- That adults set a good example to children at all times
- Pay fees on time as per Woodlands Agreement.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults or children in or the surrounding areas of our premises.
- Physical attacks and threatening behaviour, abusive, swearing or insulting language verbal or written, to staff, parents/carers, board of trustees and children will not be tolerated on Woodlands grounds and will result in withdrawal of permission to be on Woodlands premises.
- Any parent who is asked to leave the Woodlands premises will have the right to appeal the decision by writing to the Chair of trustees.

**Please note that incidents of rudeness will also be logged and may result in your child's place being terminated with immediate effect.**

## **Inappropriate use of Social Networking Sites**

Social media websites are being used increasingly to fuel campaigns and complaints against Woodlands, managers, staff, and in some cases other parents or children.

The board of trustees consider 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 Woodland's community. Any concerns you may have must be made through the appropriate channels either by speaking to your child's key person, management team or the Chair of trustees, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any parent/carer of a child/children is found to be posting offensive, threatening libellous or defamatory comments on Facebook or other social network sites about other Woodland's children, staff or parents 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. Woodlands will also expect that any parent/carer to remove such comments immediately. In serious cases we 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 to publicly humiliate, threaten or intimidate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying.

Thankfully such incidents are extremely rare but will result in the immediate termination of our agreement and your child's place being withdrawn.

## **Procedures**

Woodlands has a range of strategies to deal with any parent who displays any unacceptable behaviour. Whilst these sanctions are set out in the policy by way of a sequential process, they can initiated at any stage if, in the judgement of the management team and board of trustees to the severity of the behaviour displayed.

### Verbal Warning/Mediation Meeting

A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in private.

### Formal Written Warning.

Where the actions of a parent are deemed serious and unacceptable a formal written letter will be sent to the parent. This will be signed by the chair of trustees and the management team and circulated to relevant Woodlands staff to ensure that an informed and consistent approach can be adopted.

This letter will be kept in your child's personal file at Woodlands.

Should a further incident occur, a second formal written warning should be issued.

### Other Sanctions

If a parent breaches the expected standard of behaviour as set out in this policy and despite formal written warnings, then Woodlands may consider the following:–

- The offending parent being banned from Woodlands premises
- The child losing their placement in setting
- Reporting the incidents to the police

### Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

Woodlands premises are private property and parents have been granted permission from the management team to be on Woodlands grounds. However, in case of abuse or threats to staff, children or other parents, the management team may ban parents from entering it site. It is also an offence under section 547 2A of the Education Act 1996 for Any person who without lawful authority is present on premises and causes or permits nuisance or disturbance to the annoyance of persons who lawfully use those premises is guilty of an offence and liable on summary conviction to a fine.

The police may be called to assist in removing the person concerned; Woodlands is not responsible for organising arrangements for children in the above circumstances, Parents will need to provide alternative arrangements for bringing children into setting.

Unacceptable behaviour may result in the Police being informed Woodlands reserves the right to take any necessary actions to ensure that members of the whole Woodlands community are not subjected to any abuse. Parents have the right of appeal by writing to the Chair of trustees within ten days of permission to enter the Woodlands grounds being withdrawn.

**Any unacceptable behaviour displayed from parents could result in your child losing their place at  
Woodlands.**

**WE ARE A ZERO TOLERANCE SETTING.**