



Parent, Carer and Visitor Behaviour Policy.

At Twinkling Toddlers Nursery, we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. All members of the nursery community and visitors should demonstrate mutual respect. Any behaviour that may lead to feelings of harassment, alarm or distress to members of our community will not be tolerated and action will be taken.

Aims of the policy:

- To facilitate a whole nursery community ethos of respect
- To promote dignity in the work place for our staff

Expectations:

- That all adults (staff, governors, parents, carers and volunteers) set a good example to children at all times, showing them how to get along with all members of the nursery and the wider community.
- That no one - staff, governors, parents, carers, volunteers or children be subjected to abusive behaviour or any form of threats from anyone on the nursery premises.
- That physical attacks and threatening behaviour, abusive or insulting language verbal or written (including on social media), to staff, governors, parents, carers, volunteers, children and other users of the nursery premises will not be tolerated and may result in a ban from nursery premises and/or police action.

The following types of behaviour are considered serious and unacceptable and will not be tolerated towards any member of the nursery community:

- Any inappropriate behaviour on nursery premises.
- Any kind of physically violent behaviour
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards your own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Breach of confidentiality regarding other children, parents, and staff members. (This includes posting children, parents, and staff photos/videos on social media).
- Complaining about staff, parents and/ or the nursery organisation.
- Damaging or destroying nursery property.
- Disrespecting religion or belief
- Inappropriate posting on social networking sites which could bring the nursery into disrepute or be deemed as bullying or a hate related comment (see Appendix 1)

- Physical intimidation, e.g. standing very close, the use of aggressive gestures
- Physical threats
- Racist, homophobic or other hateful behaviours
- Sexist comments or sexual innuendo
- Shouting, either in person or over the telephone
- Smoking, taking illegal drugs, or the consumption of alcohol on nursery premises during operational hours.
- Speaking in an aggressive/threatening tone, swearing and name calling
- Taking pictures of children in nursery premises. (Photos may only be taken during authorized events)
- The use of physical, verbal, or written aggression towards another adult or child. This includes the physical punishment of your own child on nursery premises.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Using loud or offensive language or displaying temper.

Nursery premises are private property and therefore the nursery can decide who may access the grounds. Parents and carers by their connection to the nursery have been granted permission to be on nursery premises. The public has no automatic right of entry onto nursery premises. All visitors must seek permission to be on nursery premises by appointment.

If an individual displays or engages in concerning, threatening or abusive behaviours towards staff, pupils or other parents, nursery may seek to ban those individuals from entering nursery grounds or premises. Should parents or carers be banned, the responsibility to make alternative arrangements for bringing children to nursery is that of the parent/ carer

Whilst on nursery premises you, the parent/carer, are responsible for your child/children's safety and their care. In any event that the above rules are breached, the nursery Disciplinary Procedure will be followed:

- **Verbal warning.** (First incident: Discuss Policy with parent/ carer. Reminder of appropriate behaviour)
- **Written warning.** (Second incident: Change of nursery hours/ alternative adult to drop off and collect. Adult ban in writing from setting for 2-4 weeks' period, subject to review)
- **Dismissal/loss of nursery place.** (Third incident: Child will be withdrawn from nursery within 24 hours and the NEF team, Ofsted, LADO and the Police will be notified.)

Action of staff when facing unacceptable behaviours

The Nursery expects and requires its members of staff to behave professionally in difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

However, all staff and children have the right to feel safe in the Nursery environment at all times. All members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. All incidents should be recorded immediately, including the names of any witnesses.

Any parent/carer who is asked to leave the premises will have the right to appeal the decision by writing to the Managing Directors within 14 days of the date of the banning letter.

If staff have any concerns about the safety or well-being of a child, our Safeguarding Policy and procedures will be followed including referral to Children's Services if appropriate.

Incidents involving others' children

If an incident has happened at Nursery involving your child, please do not approach/telephone other parents/carers or post comments on social media sites. We ask that parents/carers come in and tell Nursery staff, make an official log of incident/complaint.

Appendix 1

Social Media Code of Conduct for Parents

Social media (e.g. Facebook, Twitter, Instagram, etc.) has had widespread impact on the way in which we communicate and express our thoughts and opinions. There are clearly many benefits for us both as individuals and also as communities, and we are working to harness the power of social media to engage even more closely with parents and students.

Unfortunately, if social media is misused it can cause individual harm and result in the nursery community being negatively affected and maybe even damage the nursery's reputation.

Parents should think carefully before posting anything relating to the nursery, students or other parents;

please check your facts, be considerate in the way in which you express things and avoid language that others might consider to be abusive, aggressive or threatening.

Parents should not:

- Post pictures of pupils, other than their own children, on social networking sites where these photographs have been taken at a nursery event.
- Post malicious or fictitious comments on social networking sites about the nursery or any member of the nursery community.
- Make reference to any individual students or staff on social media.

- Try to "friend", "follow" or otherwise contact staff members on social media.
- Complain about the nursery's values or its methods on social media.

The nursery will take seriously any breaches of this code of conduct. Postings that are considered libellous may be subject to legal action. If postings are considered to be threatening or discriminatory then the Police may become involved, with the authority to seize mobile devices and contact service providers.

If you have a significant concern about an aspect of nursery life, please talk to someone at the nursery office. Any complaints should be made through official nursery channels.

Policy was:

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|-----------------------|-----------------|---------------------------|--------------------------|----------------|--|
| Implemented | | Reviewed | | Amended | |
| Date: | | | Next Review Date: | | |
| Manager | Shannon Ralph | Manager Signature | | | |
| Deputy Manager | Shabana Hussain | Deputy Signature | | | |
| Director | Sajid Hussain | Director Signature | | | |