



## **Code of Conduct Policy and Procedure for Parents & Carers**

The ABC Settings are caring and supportive settings which aim to create a safe, happy and secure learning environment.

We are very fortunate to have very supportive, helpful and friendly parents and carers who recognise that educating and caring for children is a process that involves partnership between home and our settings. Our parents and carers understand the importance of a good working relationship to ensure our children achieve their best.

### **Parents, Carers and Visitors will:**

- Respect the caring ethos and values of our settings.
- Work together with staff for the benefit of the children.
- Set a good example in their own speech and behaviour towards all members of the ABC community.
- Approach our settings in a calm and respectful manner to resolve any issues of concern or to discuss and clarify specific events in order to bring about a positive solution;
- Support and reinforce the ABC's policy on Behaviour.
- Respect the learning environment appropriately
- Park with consideration and respect for others when delivering and collecting children from our settings.
- Use social media responsibly.
- Arrive on time at the start and at the end of the session. If parents arrive earlier than their drop off time or later than their collection time they will be charged £5.00 per part or quarter of an hour.
- We expect parents and carers to pay their invoice on time and in advance.
- We expect parents/carers to discuss matters of concern away from other children in our care.
- Reasonable notice should be given if a child is not due to attend our session.
- We expect parents to read the notice boards, letters sent home and follow the signing in and out procedure.



**ABC will not tolerate Parents, Carers and Visitors:**

- Speaking rudely, acting aggressively, using inappropriate language, displaying temper or acting in a threatening manner towards, staff, children or parents on our premises.
- Threatening harm or physical aggression towards child, member of staff or parent.
- Damaging or destroying ABC property.
- Smoking and consuming alcohol or other drugs on our site or accessing the setting whilst intoxicated.
- Dogs being brought onto our premises (other than guide dogs or other support dogs).
- Social media, phones and emails being used to fuel complaints or concerns against ABC, children, staff or parents or being used for libellous or defamatory posts or cyber bullying.

ABC will take appropriate action in these circumstances.

Thank you for abiding by this policy in our school. Together we can create a positive and uplifting environment for not only the children but also all who work and visit our settings.

If you ask any friends or relatives to bring or collect your child from ABC, please ensure they are also aware of this policy.

Reviewed annually