

General Welfare Requirement: Organisation

Providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

Partnership

4.8.1 Parent/carers, visitor & professionals Code of Conduct

Policy Statement for St Joseph's Pre-school

Effective communication is much more than the exchange of information. It is the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose. When we communicate effectively, both the sender and receiver feel satisfied.

Communication occurs in both verbal and non-verbal forms, such as written, visual, and listening. It can occur in person, on the internet (on forums, social media, and websites), over the phone (through apps, calls, and video), or by mail (electronic, ie. email, or via post, ie typed/handwritten).

St Joseph's Pre-school adheres to the Early Years Foundation Stage (EYFS) statutory framework¹ which states that "*The EYFS seeks to provide partnership working between practitioners and with parents and/or carer*". We firmly believe that good communication promotes partnership.

At St Joseph's Pre-school we are extremely fortunate to have supportive and friendly parents/carers. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, Pre-school practitioners and the local community. As a partnership, our parents/carers 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 St Joseph's Pre-school.

This policy is to be used as a reminder to all parents/carers, extended family, visitors and professionals to our Pre-school about the expected conduct². We have a legal responsibility to provide a comfortable, safe and happy environment for all of the children and staff, in which the rights of the children are considered at all times. This policy will enable us to can continue to flourish, progress, and achieve what is best for the children in an atmosphere of mutual understanding.

St Joseph's Pre-school has a separate policy with regards to communications with staff³.

We expect parents/carers, extended family, visitors and professionals to:

- respect the caring ethos and values of the Pre-school;
- communicate regularly with the Pre-school;
- show an active interest in their child's work and progress;
- work together with St Joseph's Pre-school's practitioners when dealing with any behaviour issues;

¹ [Early Years Foundation Stage](#) statutory framework for group and school-based providers (latest version)

² There is a separate Code of Conduct (2.2.1) for staff and volunteers. This document reflects the requirements of the Department of Education's statutory guidance for schools and colleges entitled "Keeping Children Safe in Education" (latest version).

³ 4.8 Home/Pre-school Agreement outlining communications with staff

- understand that both practitioners and parents/carers etc need to work in partnership for the benefit of their children;
- work in partnership with non-early years staff and the Committee for the benefit of St Joseph's Pre-school;
- treat all members of the St Joseph's Pre-school community with respect and set a good example in their own speech and behaviour;
- seek to clarify their child's version of events with the Pre-school's view and approach setting staff to bring about a peaceful solution to any issue;
- correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;
- avoid using staff as threats to admonish children's behaviour.

Staff are always available to support and provide guidance where needed.

Behaviour that will not be tolerated

To support a respectful and safe setting environment we will not tolerate parents/carers or professionals exhibiting the following behaviours:

- loud or offensive language, swearing, cursing or displaying temper. This includes, but is not limited to, sexist/racist/homophobic comments, harassment or bullying;
- threatening to do actual bodily harm to a member of staff, professional, visitor, fellow parent/carer or child, regardless of whether or not the behaviour constitutes a criminal offence;
- disruptive behaviour which interferes or threatens to interfere within the operation of the Pre-school, including whilst on outings or at events;
- damaging or destroying Pre-school property;
- sending derogatory, abusive or threatening written or verbal communication via social media, emails, messages, voicemails or any other means. These issues should be dealt with effectively and in a respectful manner by both parties to achieve a mutual outcome;
- unreasonable demands upon Pre-school staff, including Committee Members, to respond to a parental/carer query, or expectations for staff/Committee Members to communicate outside of normal working hours;
- St Joseph's Pre-school does not permit electronic recordings of meetings or telephone calls by parents/carers or staff/Committee Members without the explicit prior permission of all involved, and in agreement with the Chair;
- defamatory, offensive or derogatory comments regarding St Joseph's Pre-school or anyone related to the setting on social networking sites;
- the use of physical aggression towards another adult or child. This includes physically punishing your own child;
- approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences);
- disciplining another person's child – please bring any behaviour incidents to a member of staff's attention;
- smoking, vaping or consuming drugs or alcohol or being under the influence of drugs or alcohol, whilst on or in the vicinity of the Pre-school's premises⁴;
- bringing dogs onto the setting premises, with the exception of registered assistance dogs which must be kept on a lead;
- to park with consideration and respect for others, particularly Nympsfield residents, when delivering and collecting children from St Joseph's Pre-school.

⁴ See policy 1.20 No smoking, vaping, alcohol and substance misuse

It is the parents/carers responsibility to make any authorised persons collecting their children aware of this Code of Conduct.

Breach of Code of Conduct

Any breach of the code of conduct will be treated promptly and taken very seriously. The Committee will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

- ending a meeting if this behaviour is displayed;
- not replying to communications that are offensive, abusive or derogatory;
- a first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated;
- insist that the adult communicates with the Pre-school through one member of staff or Committee Member only;
- a restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children;
- the suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the Committee feel that this is the only possible course of action left open to them.

If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation

In Conclusion

It is assumed that any parent/carer allowing their child to attend St Joseph's Pre-school agrees to adhere to this Code of Conduct. Likewise for visitors and professionals who are at the setting.

Associated Policies and Procedures

- 1.2 Safeguarding Children and Child Protection
- 1.10 Making a Complaint
- 1.20 No smoking, vaping, alcohol and substance misuse
- 2.2.1 Code of Conduct
- 4.8 Home/Parent Agreement outlining communication with staff

Version Number	Author	Purpose of Change	Date
1.0	K Coupe	New policy written using PATA's policy as a guide.	30 Jan 2025 Committee Meeting
2.0	K Coupe	Associated Policies and Procedures section updated with reference to 1.20 and 4.8	29 Jan 2026 Committee Member (L Finn-Powers)