



CODE OF CONDUCT FOR PARENTS AND STAFF

Purpose

Children usually feel more confident and positive about themselves and their learning when parents/carers and practitioners work together in an atmosphere of mutual respect.
(EYFS – Effective practice: Parents as Partners)

We recognise that to make children feel valued and to enhance the learning and development of those who attend our setting, a positive and effective partnership with parents/carers is essential and will always be encouraged.

Successful relationships become partnerships when there is two-way communication and parents and practitioners really listen to each other and value each other's views and support in achieving the best outcomes for each child.
(EYFS – Effective practice: Parents as Partners)

Policy

We strive to provide a safe, welcoming environment for the children and families that access our service. Working together can provide long lasting and beneficial effects on the children's learning and well-being.

We have a legal responsibility to provide a safe, comfortable environment in which the rights of the child are always considered.

We place great value on:

- Meeting the individual needs of the children
- Providing a welcoming environment where everyone is valued
- Promoting positive attitudes to diversity and difference within all children and their families
- Parents feeling that their views are valued, and their opinions are important

To ensure the smooth running of the setting due regard should be given to the following:

- Health and Safety – compliance by staff and parents to all policies, guidance, and procedures is essential
- Communication – is key to avoid misunderstandings and potentially volatile situations. We ask that parents/staff talk to each in a calm manner, NOT shouting, NOT swearing and NOT threatening
- Discipline issues – with the children are the responsibility of the staff. Children's behaviour should only be discussed within the confines and privacy of the office – reference [Behaviour Management policy](#)
- Respect – we are an inclusive setting and we celebrate diversity which means respecting others and ourselves. Reference [Inclusion and Equality policy](#)
- Confidentiality – is paramount and staff are expected to comply with the setting's [Confidentiality policy](#). Parents are expected to keep any grievances they have with the setting discussed only within the setting
- Conduct – always act in the best interest of other people

The **management, staff, parents, and visitors** will endeavour to abide by the standards of conduct as set out in this policy.



Any breach of Code of Conduct will be treated promptly and taken seriously.

By staff:

An act of misconduct or proving themselves unable to meet the performance requirements of their position, the following procedures will apply

- Performance Management Procedure. This is defined as failing to meet the standards of performance, which are expected of you.
- Disciplinary Procedure for Misconduct. Misconduct is defined as any action, or failure to act, which results in a breach of contract, but which falls short of gross misconduct. Gross misconduct is defined as any gross default or misconduct which brings the Company into disrepute, or an action that is inconsistent with the relationship of trust and fidelity required between you and the Company.

(Refer to [Employees Policies and Procedures Handbook](#) for full procedure details.)

By parents and visitors:

The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures:

- A first and final warning/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated
- A restraining order being sought against relevant person, which will in effect 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 management 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.

This policy has taken into consideration the following legislation:

- Child Wellbeing and Safety Act 2005
- Children, Youth and Families Act 2005
- Children and Families Act 2014
- Equality Act 2010
- Occupational Health and Safety Act 2005
- Employment Relations Act 2004

Associated documents:

- [Safeguarding policy](#)
- [Confidentiality policy](#)
- [Behaviour Management policy](#)
- [Inclusion and Equality policy](#)
- [Health and Safety policy](#)
- [Whistle-blowing and Staff Conduct policy](#)



- Employees Policies and Procedures Handbook