



PARENT/CARER/VISITOR CODE OF CONDUCT POLICY

Date: Spring 2024

Review Date: Spring 2026

Our Mission Statement:

The mission of Tunstall Nursery School has always been to create a strong educational foundation in the lives of the children of this community. We do this through support, leadership and high quality education. We are passionate about the progress our pupils make and we are committed to helping every individual to reach their full potential.

Code of Conduct

At Tunstall Nursery School, we are very fortunate to have a supportive and friendly parent body and we value our strong relationship with parents, carers and all members of the school community. Together this helps us achieve the very best for our children in a mutually supportive partnership between parents and carers, class teachers and the whole school community.

As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents and carers to participate fully in the life of our nursery.

To truly create the best outcomes for children it requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child is safe (please read our Safeguarding Policy) and not open to undue distress and anxiety.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

Guidance

As well as following the guidance set out in our Home-School Agreement, and holding the above principles in mind, we expect parents, carers and visitors to:

- Respect and follow our school's ethos of 'Treat everyone as you would want to be treated yourself' and 'Think before you speak'.
- Ensure that any approach to school staff for help in resolving issues of concern is done in an appropriate manner: parent's first point of contact will usually be with their child's key worker.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community are treated with respect and therefore set a good example in their own speech and behaviour.
- Work with the school to clarify a child's version of events in order to bring about a peaceful and appropriate solution to an issue.
- Correct own child's actions especially where it could otherwise lead to conflict, aggressive or unsafe behaviour – both on and off school premises.

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Using loud or offensive language, swearing, cursing, and being disrespectful or displaying temper anywhere on school premises.
- Disruptive behaviour which interferes with or threatens to interfere with the operation of the nursery, an employee's office, office area or any other area of the school grounds.
- Threatening, in any way, a member of school staff, local advisor, visitor, fellow parent, carer or pupil
- Damaging or destroying school property.
- Any inappropriate behaviour on the school premises.
- Abusive or threatening voicemail, phone calls, email, text or any other written or verbal communication.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child and/or parent, in order to discuss / chastise them regarding an incident that may have taken place during school, (such an approach to a child/parent may be seen to be an assault and may have legal consequences).
- Smoking (traditional or electronic cigarettes), taking illegal drugs or the consumption of alcohol on the school premises. (Alcohol may only be consumed during authorised events).
- Dogs being brought onto school premises other than guide dogs.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social networking sites. (See Appendix 1)

Should **any** of the above behaviour occur, the school may feel it is necessary to contact the appropriate authorities and, if necessary, even ban the offending adult from entering the school grounds.

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

Appendix 1

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns, online petitions and complaints against schools, Head of Schools, school staff, and in some cases other parents/pupils. Tunstall Nursery School considers 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 school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, a member of the Headship Team or the Governing Body, (in accordance with our complaints procedure), so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil / parent or carer of a child/ren being educated at Tunstall Nursery School is found to be posting libellous or defamatory comments on Facebook or any other social network sites, they 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. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school 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 one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

We also ask that WhatsApp groups remain respectful of all members of the school community, adults and children. It is advisable to always ensure that sources of information used in WhatsApp groups remain factual and if in doubt always check with the school as the direct source of information.

We would expect that parents and carers would make all persons responsible for collecting children aware of this policy.