

Maple Grove Community Group: Parent, Carer, and Visitor Code of Conduct policy

The purpose of this policy is to provide guidance to all parents, carers, and visitors to our setting about expected conduct so that we can work together to ensure a safe, respectful, and positive environment for our staff and children.

What you can expect of us:

- Treat parents, carers, and visitors with the respect to which they are entitled and to respect confidentiality
- Ensure that parents, carers, and visitors are supervised, where necessary.
- Check the identity of contractors, workers and other parents, carers, and visitors as necessary.
- Act in accordance with our safeguarding policy.
- Do all that we reasonably can to ensure that our setting is a safe and welcoming learning and working environment.
- Ensure that all who use our setting can do in a smoke & vape free environment, both indoors and outdoors.

We ask that Parents, Carers and Visitors to the setting will:

- Respect the caring ethos and values of our setting.
- Work together with staff for the benefit of the children.
- Be calm and respectful in manner to resolve any issues, concerns, or discussions, via any form of communication.
- Use social media responsibly and lawfully.
- Respect the learning environment.
- Park with consideration and respect for others when delivering and collecting children from the setting.
- Set a good example in their own speech and behaviour.

The setting will not tolerate:

- Aggressive, Physical and /or threatening behaviour towards staff, children and other parents and visitors on the premises or within the immediate area of the setting. This includes physical punishment of one's own child.
- Intentionally or attempted damage to the setting and the resources or in the immediate area of the setting.
- Being in possession of weapons.
- Smoking, vaping, consuming alcohol, illicit drug whilst on site
- Arriving at the setting intoxicated or under the influence of drugs.
- Using social media to defame, libel or fuel complaints or concerns about the setting or the staff, other parents/carers, and children.
- Breaches in confidentiality.
- Animals being brought onto the premises without prior agreement other than assistance/guide dogs.
- Refusal to follow the reasonable instructions of our staff.
- Approaching someone else's child to chastise them.
- Extremist, racist, or homophobic behaviour

Appropriate action will be taken in these circumstances which will include calling the police, withdrawal of child's sessions and ending parental contract, social care and/or seeking legal advice where applicable.

Thank you for your co-operation in abiding by this policy and creating a respectful, safe, positive, and happy environment for all who work and visit our setting.

Adopted date;

Signed Chair of Management Committee;