



Moorlands Nursery School

# Code of Conduct for Parents and Zero Tolerance Policy

|                                |                                    |
|--------------------------------|------------------------------------|
| Owned By                       | Interim Head Teacher – Will Brooks |
| Date Reviewed                  | June 2024                          |
| Next Review                    | June 2025                          |
| Signature : Chair of Governors |                                    |

## Code of Conduct for Parents

Moorlands Nursery School is a welcoming, supportive and inclusive school and it is important that all members of the nursery community work together. We wish to maintain a reputation to be proud of and we depend on the entire nursery community to help us enhance our children's early learning experience.

We want our parents and carers to be supportive and friendly. Our parents/carers need to recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood.

For these reasons we welcome and encourage parents/carers to participate fully in the life of our nursery.

The purpose of this code is to provide a reminder to all parents, carers and visitors about expected conduct to ensure a safe and positive school environment for our children.

### Respect and Concern for Others and their Rights

Parents and carers are allowed on to nursery premises by permission of the school; this may be withdrawn if necessary. Staff will always do their best to talk to parents, but this is not always possible, particularly during teaching times and unfortunately, we are not always able to re-arrange some commitments at short notice. If a member of staff is not available, then please make an appointment with the office.

We expect parents and carers to show respect and consideration for others by:

- allowing plenty of time so that children arrive ready for a punctual start to the school day, to avoid disruption to their own learning and that of the other children in the setting;
- supporting the respectful ethos of the school by setting a good example in their own speech and behaviour towards all members of the school community both on school premises and in its immediate area;
- working together with all staff for the benefit of the children. We ask you to contact the school to deal with any issues of concern. The school will discuss and clarify specific events, issues and queries in order to bring about a positive solution; in the rare event that an issue cannot be resolved informally and a parent/carer wishes to lodge a complaint, there is a formal complaints procedure to be followed.
- by ensuring that feedback is kind, helpful and specific;
- respecting the nursery school environment, including keeping the premises tidy by not littering;
- ensuring you collect your child promptly at the end of their nursery session, so we can keep children safe and within the staff-pupil ratio for supervision.

In order to support the ethos of our school, we will not tolerate:

- disruptive behaviour which interferes with teaching, learning or administration within the nursery;
- using loud and/or offensive language or displaying temper;
- threatening, intimidating or aggressive behaviour towards another adult or child; some actions may constitute an assault or breach of peace with legal consequences.
- actions/comments causing mental & emotional abuse of staff;
- abusive, threatening or damaging emails, phone, text or social media messages relating to the school;
- using tobacco, or being under the influence of alcohol or drugs on the school premises;
- damaging or destroying school property.

Governors may prohibit an offending adult from entering the nursery to safeguard our school community. Adverse behaviour also may be reported to the Local Authority and police.

See our Zero Tolerance protocol in Appendix A

# Zero Tolerance Protocol

We understand that people can become angry when they feel that matters about which they feel strongly about are not being dealt with as they wish.

If that anger escalates into aggression towards our staff, we consider that unacceptable.

We adopt a 'zero tolerance' approach to anti-social, abusive, aggressive or violent behaviour. Any person who is aggressive or abusive towards a member of staff or who damages the property may be reported to the police and be banned from nursery premises.

## Aggressive or abusive behaviour includes:

- Language (whether verbal or written) that may cause staff to feel afraid, threatened, offended or abused and may include threats
- Personal verbal abuse
- Derogatory remarks and rudeness
- Remarks of a racial or discriminatory nature
- Unsubstantiated allegations