



Laugh and Learn Pre-School

Parental behaviour and code of conduct policy

Introduction

Laugh and Learn Pre-School encourages close links with parents/carers and the community. We believe that children benefit when the relationship between home and school is a positive one.

As role models, and for the safety and well-being of our children, staff, parents/carers, and other visitors are expected to behave appropriately when on the Preschool premises.

Parents/carers and other visitors are expected to show respect and concern for others and support the respectful ethos of our Preschool by setting a good example in their own speech and behaviour towards all members of the Preschool community.

We meet EYFS Safeguarding and Welfare Requirement: Safety and Suitability of Premises, Environment and Equipment '*Providers must follow their legal responsibilities under the Equality Act 2010.*' (DfE 2014)

Procedures

The vast majority of parents, carers and others visiting our Preschool set a good example. This policy addresses those rare occasions when behaviour is inappropriate or unacceptable.

Unacceptable behaviours that breach our code of conduct.

Aggression, verbal and/or physical abuse towards members of Preschool staff or the wider community are unacceptable, no matter what the circumstances are. Examples of behaviour that are considered serious and unacceptable and will not be tolerated include:

- A raised voice or shouting, either in person or over the telephone.
- Inappropriate posting on Social Networking sites deemed as bullying.
- Speaking in an aggressive/threatening tone.
- Speaking loudly in front of others with a view to intimidate.
- Making sarcastic remarks to make others feel uncomfortable.
- Aggressive or threatening text messages.
- Physically intimidating, e.g. standing very close or leaning over a person.
- The use of aggressive hand gestures/exaggerated movements.
- Physical threats.
- Shaking or holding a fist towards another person.
- Swearing.
- Pushing.

- Hitting e.g. slapping, punching or kicking.
- Spitting.
- Derogatory, racist or sexist comments made about the 'protected characteristics' of Equality Act 2010: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
- Any behaviour that makes a staff member feel uncomfortable, uneasy, or threatened.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour will generally result in the police being informed of the incident.

Action of staff when facing unacceptable behaviours

The Preschool expects and requires its members of staff to behave professionally in difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

However, **all staff and children** have the right to always feel safe in the Preschool environment. All members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. All incidents should be recorded ASAP, including the names of any witnesses.

Procedure to be followed.

If a parent/carer behaves in an unacceptable way towards a member of the Preschool community, the Manager or appropriate senior staff member will seek to resolve the situation. If necessary, the Preschool's complaints procedures should be followed. The parent/carer will be informed in writing what behaviour is unacceptable and if the behaviour that breaches our code of conduct continues or where there is an extreme act of violence, a parent/carer may be banned by the Management team from the Preschool premises for a period, subject to review with the Owner. If there is not another suitable adult to bring the child to Preschool the child's hours may need to be changed, reduced or if necessary, the child may have to stop attending Preschool.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement, indicating that the matter has been reported to the local authority (LADO), OFSTED and the police, will be included.
3. Where appropriate, arrangements for children being delivered to, and collected from, the Preschool will be clarified.

4. Any parent/carers who is asked to leave the premises will have the right to appeal the decision by writing to the Owner within 14 days of the date of the banning letter.
5. If staff have any concerns about the safety or well-being of a child, our Safeguarding Policy and procedures will be followed including referral to Children's Services if appropriate.

Incidents involving others' children.

If an incident has happened at Preschool involving your child, please do not approach/telephone other parents/carers or post comments on social media sites. We ask that parents/carers to come in and tell Preschool staff how they are feeling and give us your child's account of the incident. We will deal with any incident by following the Preschool's policies and procedures.

Legal framework

Equality Act 2010

Monitoring and Review

It is the role of the Owner/Manager and all Staff to ensure that this policy is fully implemented.

This policy links in with the following EYFS key themes and commitments:

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.1 Child Development 1.2 Inclusive Practice 1.3 Keeping Safe 1.4 Health and well-being	2.1 Respecting each other 2.2 Parents as Partners 2.3 Supporting Learning 2.4 Key Person	3.1 Observation, Assessment and Planning 3.2 Supporting every child 3.3 The Learning Environment 3.4 The Wider Context	

This policy was written and effected by Sharon Bennett, Owner of Laugh and Learn Pre-School after discussion and review with staff and parents in the Spring term 2025.

Signed: *Sharon Bennett*

Dated: March 2025

This policy will be reviewed in the Autumn Term of 2026