**Code of Conduct for Parents, Carers and Visitors**

**This code of conduct is an unsigned agreement between parent, carers, visitor and FSASC**

At FSASC we are very proud and fortunate to have a very dedicated and supportive school community. We expect our service users to set a good example of their own behaviour when on the school premises.

As a partnership we are all aware of the importance of positive relationships and recognise the importance of these relationships for creating open and trusting communication between FSASC and service users.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to FSASC.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. How ever we understand that everyday misunderstanding can cause frustrations and have negative impact on our relationships. Where issues arise or misconceptions take place, please contact FSASC and we can schedule a meeting to go through the issue and hopefully resolve it. Where an issue remains unresolved please follow FSASC complaints procedure. This is available on our website or a copy by requested by email.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parents agreement to these expectations.

This code also sets out the actions FSASC can and will take should this code be ignored or where breaches occur.

**Behaviour that will not be tolerated**

* Disruptive behaviour which interferes or threatens to interfere with FSASC’s normal operation or activities (on the school premises or trips)
* Taking photos/ videos of children at FSASC with out permission from the manager
* Any inappropriate behaviour on the school premises
* Using loud or offensive language or displaying temper
* The use of aggressive hand gestures/ exaggerated movements
* Spitting
* Any sexist, racist or other comments against minority groups who are protected under the equality and diversity act 2010
* Physical contact towards a member of staff, visitor, fellow parent/ carer or child.
* Smoking, taking illegal drugs or consumption of alcohol.
* Threatening in any way, a member of staff, visitor, fellow parent/ carer or child.
* Damaging or destroying FSASC’s property
* Sending abusive or threatening emails or text/ voicemail/ phone messages or other written communications (including social media) to staff, visitor, fellow parent/ carer or child.
* Defamatory, offensive or derogatory comments regarding FSASC staff, visitor, fellow parent/ carer or child (this includes online)
* The use of physical, verbal or written aggression towards staff, visitor, fellow parent/ carer or child. This includes physical punishment of your own child on the school premises.
* Physically intimidating (e.g. standing to close) to staff, visitor, fellow parent/ carer or child
* Approaching someone else’s child in order to discuss or chastise them because of the actions of this child towards their own child (Such an approach to a child may be seen to be assault to that child and may have legal consequences)
* **This is not exhaustive list but seeks to provide illustrations of such behaviour that FSASC will not tolerate.**

**Online Activity that will not be tolerated**

* Taking photos/videos with out permission and posting them online.
* Abusive or personal comments about staff, committee, children or other parents
* Bringing FSASC into disrepute
* Posting defamatory or libellous comments
* Emails circulated or sent directly with abusive or personal comments about staff, children, committee or other parents
* Using social media to publicly discuss issues regarding individual children or members of staff, committee or other parents
* Threatening behaviour, such as verbally intimidating children or members of staff, committee or other parents or using bad language
* Breaching FSASC security procedures
* **This is not exhaustive list but seeks to provide illustrations of such behaviour that FSASC will not tolerate.**

Should **any** of the above occur on FSASC premises or in connection with FSASC. Then FSASC may deem is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from collection and drop off and in some cases care will be revoked completely with out notice.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent/ carer or visitor collecting / any adult in the playground) to cause a nuisance or disturbance on school premises. The police may be called to assist removing the person concerned.

Thank you for abiding by this code. Together we create a positive and uplifting environment at FSASC not only for the children but for everyone who uses or is a part of this service.

It is the parent/ carers responsibility to make sure any persons collecting their child are aware of this policy.

**What happens if someone ignores or breaks the code?**

In the event of any parent/ carer or visitor breaking this code, then action will be taken as follows.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence and actual violence to any child, staff or parent/ carer and members of the FSASC committee. This will also include anything that could be seen as a sign of harassment of any member of FSASC, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then FSASC will refer the matter to the committee for further action.

In the cases where the code has been broken but it is not a criminal matter the manager will decide on what action should be taken.

**Last Updated: 8th of January 2025**

**Next Review: 10th of June 2025**