**Parent/Carer Code of Conduct Policy**

We are very fortunate to have mainly supportive and friendly parents/carers. We want our parents/carers to recognise that educating children is a process that involves partnership between parents, centre management and centre staff team.

As a partnership, our parents/carers should understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of Pegasus Childcare Centre.

Parental engagement with their children's learning is important in supporting attainment and progress and parents have a right to understand what their child is learning and doing at the centre. However, contact between parents/carers and at the centre must be appropriate, respectful, non-threatening, non-aggressive and staff members must be always professional.

**Purpose**

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

The policy sets out:

• The general principles underpinning the conduct of members of Pegasus Community

• How it is expected that communication between parents/carers and the centre will take place.

• What behaviour towards the centre and members of Pegasus community are deemed unacceptable and open to challenge by the centre.

• The additional steps the centre can take in respect of unacceptable behaviour by a parent or carer.

**Communication**

There are many reasons you might want to communicate with the centre or a member of staff. This could be simply phoning in to report a child's absence or just informing the member of staff at the gate when you drop your child off that they have forgotten their spare bag or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary. However please remember:

• How busy members of staff are during the day, particularly first thing in the morning and where you need to speak with a member of staff make an appointment to do so at a time when they can give you their full attention.

• Approach the centre to help resolve any issues of concern by making an appointment to meet with the a member of management in the first instance

• If the matter is still not resolved follow the procedure in the Centre's Complaints Policy which is available under the heading "policies" on our website.

• If you wish to correspond by email this should be done through the centre's central email address at [pegasuschildcare1@outlook.com](mailto:pegasuschildcare1@outlook.com) or the Managers email address [paige.shackleton@pegasuschildare.co.uk](mailto:paige.shackleton@pegasuschildare.co.uk) both email addresses are monitored regularly during the day and emails forwarded to the appropriate member of staff or committee member.

• Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.

• When meeting face to face with members of staff to discuss any matters concerning your child's learning, development, behaviour or wellbeing in Pegasus, approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff, it will normally fall to you to make a mutually convenient appointment.

Unacceptable Behaviour:

• Contacting staff or members of Pegasus Committee out of centres hours using their individual email addresses rather than the centres contact email address above. Staff and committee are entitled to their own personal and family time.

• Do not send any form of correspondence to members of staff or Committee at the centre demanding an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.

• Send lengthy, frequent, demanding, or disrespectful emails to staff members as this will seriously undermine their ability to carry out their core role of educating the children in their care.

• When corresponding or speaking with staff in person do not use language that calls in to question their professional abilities or represents any form of personal attack or seek to direct how they carry out their professional roles or run the centre. The running of the centre is a matter for the management and the committee of the Pegasus Childcare Centre.

• It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or committee at the centre without making them aware you are doing it and seeking their express permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.

• Resort to any other form of criticism of the centre, its staff or Committee or any other matters that relate directly to the centre via a medium other than the centres complaints policy and parents and carers are asked to be aware of the centres "social media policy"

• When speaking with a staff member or any other member of Pegasus community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening.

• Do not shout swear or cause any form of disruption on Pegasus grounds.

• Any threats of violence or use of violence towards anyone on Pegasus premises is a criminal offence and is damage to the centre premises and will be likely to result in the matter being reported to the police.

• Do not smoke or consume alcohol or other drugs on any part of Pegasus premises.

• Do not correct your own child’s behaviour where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;

• Avoid using staff as threats to reprimand children’s behaviour;

• Approaching someone else’s child in order to discuss or chastise them because of the actions of this child towards their own child.

• Do not use disruptive behaviour which interferes or threatens to interfere with the operation of the centre, office area, playground /garden or any other area of Pegasus grounds

**Additional Steps by the Pegasus:**

• The member of staff or Committee member concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour or may end an unacceptable phone call or ask you to leave the centre.

• The centre may correspond in writing with a parent or carer to challenge behaviour that the centre is finding unacceptable such as being rude to a member of staff or sending too many emails making demands of the centre

• If the centre decide the matter requires a more formal approach the centre may instruct its legal advisers to write to the parent or carer warning them about their behaviour and/or putting in place a communications strategy to restrict their means of corresponding with the centre and/or banning them from Pegasus premises if felt to be appropriate

• Clearly in serious instances where the peace is breached or the criminal law broken the centre will also involve the police. Please note that Pegasus premises are not public places but private premises and you have an implied right to enter the centre as a parent or carer of a child at Pegasus but it is open to the centre to remove that right of entry at any time it deems this to be necessary. We trust that parents and carers will assist our centre with the implementation of this policy and we thank you for your continuing support of Pegasus

**Inappropriate use of Social Network Site**

Social networking is part of daily life and we understand the positive expects of the sites are but Social media websites are being used increasingly to fuel campaigns and complaints against nurseries management, centre staff, and in some cases other parents/pupils. Pegasus seeks to teach our children the importance of appropriate and responsible use of social media and it is therefore vital that everyone in community, including parents and carers lead by example.

Parent/carers must not;

* Post photos of other children without parental responsibility
* Post photo / videos of staff member without their permission
* Posting negative comments about Pegasus, management, staff teams, committee that could herbaria the centres repetition.
* Use social networks negatively
* To post / comment or suggestions about things that are happening about other children / families / staff members / Pegasus community without permission.
* To use social networking sites to make a complaint

The centre considers the use of social media websites to complain about the centre or individual members of staff or make personal comments about anyone in the Pegasus community is unacceptable and not in the best interests of the children or the Pegasus community. Any concerns you may have must be made through the appropriate channels using the centres Complaints Policy by speaking to the Management, staff member or the Chair of the committee , so they can be dealt with fairly, appropriately and effectively for all concerned in line with that policy.

In the event that any student or parent/carer of a child/ren who attends Pegasus is found to be posting libellous or defamatory comments on Facebook or 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 centre will also expect that any parent/carer or student removes such comments immediately.

In serious cases the centre 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 bullying. Thankfully such incidents are extremely rare.

Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003 and if persistent could be deemed to constitute the offence of harassment.

***This Policy and Procedure has been adopted by Pegasus Childcare Centre***