

Parent & Visitor Code of Conduct Policy

Toddington Childcare & Forest School



1. Purpose and scope

At Toddington Childcare & Forest School, we believe it's important to:

- Work in partnership with parents and carers to support their child/children's learning
- Create a safe, respectful and inclusive environment for all of our settings community including children, staff and parents
- Model appropriate behaviour for our children at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our setting community. This includes staff (through our Staff Code of Conduct) and children (through our Behaviour Management Policy).

This code of conduct aims to help our setting work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a child at our setting
- Anyone caring for a child at our setting (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Act in accordance with this code of conduct at all times
- Respect the ethos, vision and values of our setting
- Work together with staff in the best interests of the children in our care
- Refrain from requesting to 'follow' or 'friend' setting staff on social media
- Treat all members of our setting community at Toddington Childcare & Forest School with respect - including setting a good example to children through polite and respectful behaviour, interactions and use of language
- Seek a peaceful resolution to any concerns raised.
- Support their child's behaviour appropriately, particularly on the setting grounds where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Respect our settings property and environment by keeping it clean and tidy

Parents are required to act in accordance with all relevant setting policies and procedures at all times including, but not limited to our;

- Safeguarding and Child Protection Policy
- Drugs and Alcohol Policy
- No Smoking Policy
- Use of Mobile Phones and Digital Photography Policy
- Social Networking Policy

These can be found on our website www.toddingtonchildcare.org.uk or requested at our office

3. Behaviour that will not be tolerated

Our setting takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make children, staff members and other members of Toddington Childcare & Forest School's community feel threatened or unsafe.

Parental behaviour that our setting does not tolerate includes, but is not limited to;

- Disrupting, or threatening to disrupt our setting operations (including events on our settings grounds and/or other sports or social events within Toddington St.George Church of England school grounds)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, children or other parents
- Threatening another member of the setting community
- Physically intimidating an individual and or the use of physical violence on any member of our setting community, e.g hitting, slapping, punching, kicking and pushing
- Sending abusive messages to another member of the setting community, including via text, email, WhatsApp or other social media platforms
- Making racist or sexual comments about any member of our settings community
- Being discriminatory towards any member of our settings community
- Posting defamatory, abusive, offensive or derogatory comments about Toddington Childcare & Forest School, its staff or any member of its community, on any social media platforms, including WhatsApp groups
- Use of physical punishment against your child while on Toddington Childcare & Forest Schools premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child - please bring any behaviour incidents to a member of staff's attention

- Smoking or drinking alcohol on the setting premises
- Possessing or taking illegal or harmful drugs on the setting premises
- Arriving on our settings premises partially clothed
- Taking photographs or videos on our setting premises without prior permission from the Setting Manager and Designated Safeguarding Lead
- Trespassing on our setting premises and/or causing intentional damage to our setting property
- Breaching our settings security procedures

4. Breaching the code of conduct

If Toddington Childcare & Forest School suspects, or becomes aware that a parent has breached the code of conduct, the setting will gather information from those involved and in the first instance speak to the parent about the incident

Depending on the nature of the incident, the setting may then:

- Send a warning letter to the parent
- Invite the parent into the setting to meet with the Setting Manager and/or Chair of Toddington Childcare & Forest School
- Contact the appropriate authorities (in cases of criminal behaviour) e.g the Police
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Refer to Children's Services where the behaviour indicates that a parent poses a risk to children
- Remove/Barr the parent from Toddington Childcare & Forest School's site

Toddington Childcare & Forest School will always respond to an incident in a proportional way. The final decision for how the setting responds to breaches of the code of conduct rests with the Setting Manager and Chair of Toddington Childcare & Forest School

The Setting Manager will consult with the Chair of the Parent Management Committee before removing/barring a parent from the setting site

This policy was revised and accepted at a Committee Meeting of Toddington Childcare held in January 2025 and will be reviewed annually.

Reviewed and signed on behalf of Toddington Childcare & Forest School January 2026

Sarah Malcolm

Chair to the Committee of Toddington Childcare & Forest School