



Policy Statement

Burham Pre-school aims to provide a friendly, safe and respectful environment for all children, staff, families and volunteers. The staff have a duty to follow procedures and in turn we would like parents and carers to take note of their responsibilities to ensure our ethos is continued. We are committed to ensuring that all children are safeguarded whilst in our care, and so with this in mind, you can help us to maintain our responsibilities in the following ways:

Please do:

- Share information with staff on any changes or updates to your child's development, health and well-being, or family circumstances.
- Let us know at drop off or via text if someone else is collecting your child and give them your password.
- Collect your child on time – if you are going to be unavoidably late then please contact the preschool to let them know.
- Discuss any worries, concerns or complaints with your child's Key Person or the supervisor, as appropriate. See the complaints policy for more guidance
- Keep the pre-school informed of any medical, child protection or address updates as soon as possible.

Please refrain from:

- Using inappropriate language or displaying aggressive or intimidating behaviour towards the staff, children or other parents/carers either in person, or on the phone or in writing.
- Using or the threat of using any physical violence towards staff other parents or children within the setting.
- Collecting your child(ren) from preschool if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Using your mobile phone whilst in the setting, as outlined in the Mobile Phone policy.
- Using defamatory, offensive or derogatory comments regarding the preschool or any of the children, parents or staff at the preschool on facebook or other social media sites.

Breach of this code of conduct

Any breach of this code of conduct will be treated promptly and taken very seriously. The supervisor and committee will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures:

- An initial meeting with the relevant parents to discuss any issues and/or inappropriate behaviour within the setting. A letter will then be issued to inform the relevant persons of the outcome of the meeting and that another breach will not be tolerated.
- Withdrawal of permission for the relevant person to be on preschool premises, which will in effect prevent that person from attending the setting even to drop off or pick up children.

BURHAM PRE-SCHOOL – PARENTS CODE OF CONTACT POLICY

- The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel it is the only possible course of action left open to them.

If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the police will be contacted and their assistance requested to help deal with the situation.

When parents register their children with our pre-school they will be made aware of this policy and agree to adhere to our respectful code of conduct at all times.

This policy was adopted by: *Burham Pre-school*

On _____

Date to be reviewed _____

Signed: _____ *(supervisor)*

_____ *(chairperson committee)*