



## 10.2 Parent/Carer Code of Conduct

### **Conduct**

The Spring Montessori believes communication is key to avoiding misunderstanding and potentially volatile situations. We encourage a culture of polite consideration towards others using acceptable verbal and non verbal language. At no time will aggressive or offensive language be acceptable from anyone, no matter what the circumstances may be.

No parent or adult is permitted to swear or use other inappropriate language within Preschool at any time, whether in the presence of a child or not. Such language is considered offensive and will not be tolerated. If a parent or adult feels angry or frustrated, it is more appropriate to express your anger using appropriate non offensive language.

We have a 'Zero Tolerance' policy for any parent/carer raising their voice, using intimidating or threatening behaviour towards a member of staff or other parents/carers. If such behaviour occurs, the Police and other appropriate authorities will be contacted immediately and action may be taken. Parents/carers are responsible for and in control of their own behaviour at all times.

We do not condone corporal punishment of children, and such acts are not permitted within the setting by anybody. It is also not appropriate for parents/carers to verbally abuse their children, doing so may cause undue embarrassment and emotional distress. Any evidence of any type of abuse, will be reported following our Safeguarding Procedure.

Parents are always welcome to discuss a behaviour concern with a member of staff, and are encouraged to seek advice and guidance regarding appropriate and effective behaviour management strategies.

### **Breach of Code of Conduct**

Any breach of this code of conduct will be treated promptly and taken very seriously.

Should staff be presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, the Police will be contacted and their assistance requested to help deal with the situation. Appropriate action will be taken following advice from the Police.

If we are unable to meet your needs or standards we respect your right to choose alternative facilities. If you have a specific complaint, we ask that you follow the Complaints Procedure.

Parents who choose to ignore The Spring Montessori's values will have their childcare services terminated with immediate effect.

This policy was adopted by \_\_\_\_\_ *(name of provider)*  
On \_\_\_\_\_ *(date)*  
Date to be reviewed \_\_\_\_\_ *(date)*  
Signed on behalf of the provider \_\_\_\_\_  
Name of signatory \_\_\_\_\_  
Role of signatory (e.g. chair, director or owner) \_\_\_\_\_