



Parent /Carer Code of Conduct Policy

Approved September 2026
Review August 2027

Parent /Carer Code of Conduct Policy

Aspire Foundation recognises that parents and carers are a child's first and most enduring educators. We are committed to working in respectful partnership with families and recognise that positive relationships between home and setting contribute significantly to children's wellbeing, learning and development.

Aspire Foundation has a zero-tolerance stance on abusive or aggressive behaviour in any form, including in-person, over the telephone, via email, and through social media. Our approach protects children, families, and staff, and ensures legitimate concerns are addressed constructively through our Complaints Procedure.

Parents/carers may request a copy of the Aspire Foundation Complaints Procedure at any time. Formal complaints will be investigated and responded to within the timescales set out in that procedure. Complaint records will be maintained in accordance with statutory requirements and made available to Ofsted upon request.

We are very fortunate to have a very supportive and friendly parent body at all Aspire early years settings. Our parents recognise that educating children is a process that involves partnership between parents and early years staff.

As a partnership, our parents/carers will 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 our early years settings.

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

Guidance

Aspire Foundation is committed to treating all families with dignity and respect regardless of age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity, or marital status. We will make reasonable adjustments where required to support communication and engagement with families.

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our early years settings
- Understand that both staff and parents need to work together for the benefit of their children.
- Demonstrate that ALL members of the early years community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the setting's view to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the early years setting to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.
- Be responsible for your child's behaviour at any early years related events such as stay and play, fundraising fairs, etc.
- Not photograph, film or record other children, families or staff on Aspire Foundation premises or during events without prior consent from Aspire Foundation.

In order to support a peaceful and safe environment, our early years settings will not tolerate parents, carers and visitors exhibiting any of the following behaviours:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the setting's grounds.
- Using loud, offensive, discriminatory or racist language, swearing, using insults or displaying temper.
- Threatening to do actual bodily harm to a member of staff, Trustee, visitor, fellow parent/carer or child, regardless of whether or not the behaviour constitutes a criminal offence.
- Using threats or behaviour to intimidate including through gestures, threats of harm or stalking.
- Engaging with staff in a manner that causes distress/anxiety/concern through aggression or intimidating behaviour.
- Damaging or destroying setting property.
- Abusive or threatening emails or text/voicemail/phone messages, telephone calls or other written communication
- Unreasonable persistence/demands including repeated contacts after resolution, demanding immediate action, targeted harassment of named staff.
- Using violence.
- Defamatory, offensive or derogatory comments regarding the early years settings or any of the children/parents/staff, at the early years setting via email, Facebook or other social sites (see below). Any concerns you may have about the early years setting must be made through the appropriate channels by speaking to the Early Years Manager, Early Years Strategic Lead, Organisation Strategic Lead or the Chair of Trustees, so they can be dealt with fairly, appropriately and effectively for all concerned as per complaints procedure.
- The use of physical aggression towards another adult or child.
- Smoking, taking illegal drugs or the consumption of alcohol on our premises
- Publishing unacceptable information on social media or public forums.
- Dogs being brought onto our premises (other than guide dogs and assistance dogs).

Should any of the above occur on our Early Years premises or at a linked event, the parent/carer will be asked to leave the premises voluntarily. Failing this, the setting may feel it is necessary to act by contacting the Police and/or sadly, consider banning the offending adult from entering the premises for a specified time. The Police will always be called in response to any serious incident of threatening behaviour, verbal abuse, aggression or violence. **Aspire reserves the right to implement a ban for a one-off incident if it deems this appropriate.**

Furthermore, the setting may choose to impose a communications ban and put in place an agreement that limits communications to prevent staff being subject to inappropriate messaging/contact via text, email or telephone. Aspire Foundation reserves the right to implement such a ban for a one-off incident if it deems this appropriate.

In extreme or persistent cases, Aspire Foundation may review whether it can continue to safely meet the child's needs within the context of maintaining a safe environment for children, families and staff. Any decision regarding the continuation of a place will be made on a case-by-case basis, taking account of the child's welfare, safeguarding considerations, equality duties, any funded entitlement requirements, and the availability of alternative arrangements.

Any behaviour that raises safeguarding concerns, including threats towards staff, children or families, online grooming behaviours, harassment, stalking, or conduct that may place a child at risk of harm, will be referred to the appropriate safeguarding

agencies, including the Police, Children's Social Care, the Local Authority Designated Officer (LADO), and Ofsted where appropriate.

Aspire Foundation believes that a strong partnership between parents/carers and the early years team is vital for a child's early education. Where this partnership cannot be established, Aspire Foundation considers this to be detrimental to the child's development and believes the child may benefit from attending an alternative setting. In this instance, 2 weeks' notice will be given.

If parents have a concern about their child in one of our settings, they should:

1. Initially contact the Early Years Manager by making an appointment through the front office to talk either by telephone, through Microsoft Teams, or in person.
2. If the concern remains, they should contact the Early Years Strategic Lead by making an appointment through the office to talk either by telephone, through Microsoft Teams, or in person.
3. If still unresolved, parents should follow the Aspire Foundation complaints procedure.

Before imposing a communication restriction or site ban, Aspire Foundation will normally:

- Inform the parent/carer of the concerns.
- Consider any mitigating circumstances.
- Specify the duration and scope of any restriction.
- Provide the parent/carer with details of how the decision may be reviewed.

Aspire Foundation reserves the right to implement immediate restrictions without prior notice where there is an immediate risk to safety or wellbeing.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

On social media platforms however, we ask that you use common sense when discussing our early years settings online.

'Think before you post'. We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the early years settings, staff, parents or children.

Parents/carers are encouraged to raise concerns directly with the setting through the complaints procedure so that matters can be investigated appropriately. While Aspire Foundation respects individuals' rights to express opinions, we will not tolerate defamatory, abusive, discriminatory, threatening or harassing comments about children, families, staff, trustees or the organisation

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child. We will also expect that any parent/carer removes such comments immediately.

In serious cases, Aspire Foundation 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 a parent to publicly humiliate another by inappropriate social network entry.

Examples of online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, trustees, children or other parents
- Bringing the early years setting into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge Aspire Foundation's policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching Aspire Foundation's security procedures

We take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy. We trust that parents and carers will assist us with the implementation of this policy and we thank you for your continuing support of our early years settings.

Parent/Carer Communication Expectations

We want to encourage home/setting communication as much as possible and see this as a way of fostering good relationships and helping to ensure that we work together to support your children.

It is important to recognise that staff are in class/working with children for most of the day; early mornings are crucial to ensuring a smooth start and often they must attend pre-planned meetings after the children go home. We therefore feel it necessary to share the expectations for communication so that everyone is clear and we can work together to ensure the children's needs are met.

Morning Contact

All classes/centres will have an adult on the door in the morning to meet and greet the children. The priority at this time is to welcome the children and staff will focus on this to give them the best start to the day.

If you have brief messages to deliver regarding a child that would help us support them in the day, then these can be done verbally at this point. However, please be aware that staff may not be able to talk at length during this time.

Should you wish to talk in detail about a situation then please make an appointment at the office or via Tapestry.

End-of-day Contact

At the end of the day staff's main priority is to ensure children leave safely and it is important that they can do so.

They may share brief messages with you at the door regarding particular incidents that may have taken place and to get accident forms signed. Please be aware that this time is also essential for staff to prepare for the next day's learning. Once again, for a more detailed meeting, this needs to be planned with the staff via the office or Tapestry.

Parent Phone calls

If you wish to speak to a member of staff on the phone, please ring the setting. The office will contact the staff member (please remember that they are usually in class and may not be able to speak with you immediately or even that day).

We aim to acknowledge telephone messages and non-urgent correspondence within 2 working days

(subject to availability). However, if the conversation cannot resolve the issue in a short space of time, staff will arrange a meeting in line with the expectations below.

Parent/Carer Meetings

If you have requested a meeting or it is felt a meeting is the best way to resolve an issue then the staff will organise this through Tapestry or email communication and we will aim to ensure this is done within **7 days**. This is subject to parent/carers availability.

Every attempt will be made to resolve issues; arrange meetings and respond to phone calls/Tapestry queries as soon as possible but please be patient should you not receive an immediate response.

Tapestry Communication

This is great for those little messages that will help us to support your child.

A message such as: 'Didn't sleep well' 'Feels under the weather' can really help.

Staff may also use this method to communicate minor concerns.

Please be aware that staff are not expected to read/respond to messages outside of working hours (8:30am-3:30pm, term time only).

Whilst we recognise that when parents/carers hear about an issue from their child that makes them concerned, their initial response is to want this dealt with immediately. Unfortunately, this is not always possible, and we ask that parents remain respectful at all times and understand that staff availability is limited. We will, however, ensure every incident reported is investigated and that we will feedback to you as soon as possible.

- This policy should be read alongside:

This policy should be read alongside:

- EYFS Statutory Framework
- Working Together to Safeguard Children
- Gloucestershire Early Years Provider Agreement
- Aspire Foundation Complaints Procedure
- Safeguarding and Child Protection Policy
- Data Protection Policy
- Equality, Diversity and Inclusion Policy
- Health and Safety Policy

Relevant legislation includes:

- Childcare Act 2006
- Childcare Act 2016
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR

- Protection from Harassment Act 1997
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998

Information relating to incidents covered by this policy will be processed in accordance with the UK GDPR and Data Protection Act 2018. Information will only be shared where there is a lawful basis to do so, including safeguarding, legal, or regulatory obligations.