

Staff and Parent Relationship Code of Conduct



Policy aims: To ensure that the relationship between all parents/carers and members of staff is a positive one that benefits the children's learning, development and creates a sense of security at the setting. To ensure mutual respect between staff and committee members and parents is always maintained.

Please read in conjunction with: Role of A Key Person, Safeguarding Children Policy, Parent Code of Conduct, Staff Disciplinary and Complaints Policy and Procedure.

Whiteley Preschool understands the importance of maintaining positive relationships with parents (please refer to the Key Person Policy and Procedure). When a parent feels the relationship with their child's key person is not positive and is starting to break down, for any reason, it is important they speak to a preschool manager as soon as possible. In this instance every effort will be made to discover the cause of the breakdown in communication / relationship and for a resolution to be found. Where possible the preschool aims to keep children with the same key person throughout their time with the setting. If it is deemed in the child's best interest a change in key person can be made. However, this change is not made lightly and only after every effort to rebuild the bonds between the key person and the parent has been made.

If a member of staff has a concern about their relationship with one of their key children's parents they must speak to the preschool manager. Every effort will be made to assist the member of staff who must remain professional and attempt to maintain a strong and positive relationship with the parent. If required a meeting can be arranged where the parent, key person and a manager can all meet to discuss how to move the relationship forward.

Whiteley is a close community, and the preschool is aware that staff and parents may be friends outside of the setting. It is important for any personal conflicts or disagreements to be kept outside of the preschool. The preschool needs to be a calm and positive environment for all the children. Any concerns a parent may have regarding a member of staff will be listened to and where needed actioned upon. However, it is both the parents and the staff member's responsibility to ensure that personal disagreements and general dislikes of each other are kept outside of the setting. Staff are not permitted to be friends with parents/careers on social media sites such as Facebook. We advise staff not to accept friend requests from parents, if they choose to do so then appropriate action may be taken. Should a parent put in a complaint regarding posts on social media made by the staff then the disciplinary process will be followed.

If it is deemed by a manager or committee trustee that a member of staff is acting in an unprofessional manner, then the preschools disciplinary procedures will be followed. If it is deemed that a parent is acting in an inappropriate manner to a member of staff, then the following steps will be taken:

Stage 1 – A meeting with the parent and a manager will be held to find a resolution to the problem.

Stage2- A meeting with the committee chairperson, a manager and the parent will be held to find a resolution.

Stage 3 – If no resolution has been found and the parent continues to act in an inappropriate manner with a staff member the decision may be made to place the child on notice and request that the parent and child leave the preschool.

It should also be noted that if required the preschool may refer the matter to an independent third party.

An inappropriate manner may include:

- Swearing, shouting, or raising their voice at a member of staff
- Any unwanted physical contact with a member of staff
- Talking negatively about a member of staff to their child or in front of their child

The preschool has a duty of care to all children and staff that are at the setting, and it should be noted that at no point will abusive, threatening, or intimidating behaviour or conduct be deemed acceptable.

Date: 19th May 2014

This policy was reviewed on 17th May 2023

Signed:..... Chairperson