



Ladybird Playgroup Thriplow CIO – Code of Conduct Policy for Parents and Carers

School Lane, Thriplow, Royston, Herts, SG8 7RH

CIO Charity Number 1162435

Tel: 01763 208055 Email: ladybirdplaygroupthriplow@gmail.com Web: www.ladybird-playgroup.co.uk

Code of Conduct Policy for Parents and Carers

Statement of intent

Ladybird Playgroup Thriplow CIO aims to provide a friendly, safe and respectful environment for all children, staff, families and volunteers. The staff have a duty to follow the staff Employee Code of Conduct Policy and in turn we would like parents and carers to take note of their responsibilities to ensure our ethos is continued.

Aim

We are committed to ensuring that all children are safeguarded whilst in our care, and so with this in mind, parents can help us to maintain our responsibilities in the following ways. We ask parents:

Please do:

- Share information with staff on your child's development, health and well-being.
- Let us know if someone else is collecting your child.
- Discuss any worries, concerns or complaints with your child's Key Person or the Playgroup Manager, as appropriate. See the Making a Complaint policy for more guidance.
- Collect your child on time (by 12pm noon, 1:15pm or between 3pm-3.15pm prompt) – if you are going to be unavoidably late then please contact us to let us know and please remember parents/carers will be charged a late fee whenever children are collected late.

Please refrain from:

- Shouting at, smacking or physically punishing your child(ren) or any other children whilst in the playgroup.
- Using inappropriate language or displaying aggressive or intimidating behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.
- Collecting your child(ren) from Ladybird Playgroup Thriplow CIO if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child or other children or other adults.
- Taking photos or videos of children other than your own, unless agreed by a member of staff.
- Using your mobile phone whilst in the Playgroup, as outlined in the Use of Mobile Phones, Cameras and Technological Devices Policy.
- Defamatory, offensive or derogatory comments regarding Ladybird Playgroup Thriplow CIO or any of the children, parents or staff at the playgroup on Facebook or other social media sites.



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Breach of this code of conduct

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

- A first and final meeting or letter being used to inform the relevant person of the outcome of the investigation and that another breach will not be tolerated.
- Withdrawal of permission for the relevant person to be on Ladybird Playgroup Thriplow premises, which will in effect prevent that person from attending the setting even to drop off or pick up children.
- 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.

Appendix A includes a poster which will be displayed in the foyer at Ladybird Playgroup Thriplow CIO to remind parents and carers of the adopted policy.

Ladybird Playgroup Thriplow CIO believes that if the above points are adhered to a safe, friendly and respectful environment will be created.

This policy was adopted at a meeting of the Ladybird Playgroup Thriplow CIO	
Held on (date)	
Signed on behalf of the Ladybird Playgroup Committee	
Role of signatory (e.g. chairperson etc.)	
Signed by Playgroup Leader/Deputy	
Name of Playgroup Leader/Deputy	



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CODE OF CONDUCT POLICY FOR PARENTS AND CARERS

In accordance with our Code of Conduct for Parents and Carers policy, we ask parents and carers:

PLEASE DO:

- Share information with staff on your child's development, health and well-being.
- Let us know if someone else is collecting your child and give them a password.
- Collect your child on time (12 noon, 1:15pm or 3pm-3.15pm prompt) – if you are going to be unavoidably late then please contact the playgroup to let them know and please note, parents will be charged a late fee when children are collected late.
- Discuss any worries, concerns or complaints with your child's Key Person or the Playgroup Manager, as appropriate. See the complaints policy for more guidance.

PLEASE REFRAIN FROM:

- Shouting at, smacking or physically punishing your child(ren) or any other children whilst in the playgroup.
- 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.
- Collecting your child(ren) from playgroup if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child or other children or other adults.
- Taking photos or videos of children other than your own, unless agreed by a member of staff.
- Using your mobile phone whilst in the playgroup, as outlined in the Mobile Phone policy.
- Defamatory, offensive or derogatory comments regarding the playgroup or any of the children, parents or staff at the playgroup on facebook or other social media sites.

With many thanks from, The Ladybird Trustees