

## **Parental Behaviour Policy**

**Aim**  
First Steps pre-school believes staff, parents/carers and pre-school children are entitled to a safe and protective environment in which the pre-school conducts itself. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the pre-school.

**Expectation**  
That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.

Parents/carers are expected to behave with courtesy towards all staff, other parents/carers, pre-school children and other users of the premises.

All members of the pre-school community treat each other with respect.

**Guidelines**  
The pre-school will not tolerate threatening, abusive or insulting words and behaviour by people attending the pre-school. Physical attacks and threatening behaviour, abusive or insulting language to staff, committee members, parents and carers, children and other users of the church premises will result in suspension. This also includes abusive and insulting language used on phones or any written communication.

The police will be contacted if necessary.

Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Management Team. The pre-school may enact a ban on the parent entering the premises. In these circumstances, the parent will be responsible for making alternative arrangements for bringing their child/children to pre-school.

Any investigations will be carried out in line with Complaints Procedures.

The Pre-School will use outside agencies to help enforce any decisions, which may include but is not limited to: summoning police to remove the parent/carer from the premises and applying for a court injunction to exclude the person or persons from the premises. If a child is left in defiance of the suspension, we will follow our non-collection of children policy procedure.

**Related policies**  
Complaints Policy