



Peter's Patch  
Forest School - Day Care - After School Club

## Parental Behaviour Policy

### Statement of Intent

At Peter's Patch, we believe that staff, parents/carers and children are entitled to a safe and protective environment in which the setting conducts itself. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the nursery.

Peter's Patch will not tolerate threatening, abusive or insulting words and aggressive behaviour towards staff, parents and children and these actions will result in suspension. This also includes but is not limited to, abusive and insulting language used on phones, social media or any form of written communication.

### Aim

Parents/carers are expected to behave with courtesy towards all staff, other parents/carers, children and other users of the premises. This policy is to ensure the safety of all users of the premises.

Updated: 01/02/2021



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### Methods

Following an incident of misconduct, management can suspend a child and/or their parent with immediate effect. If a child is suspended there will be no refund of fees paid for those sessions from which they have been suspended.

Management will produce a written report of the circumstances and can extend the suspension to 7 days if necessary and will inform the parent accordingly.

In some cases the unacceptable behaviour is so extreme that Management may feel that there is no alternative but to impose a lengthy or permanent ban on the child/ parent. An example includes but is not limited to, a second offence.

Any staff or witnesses present will be interviewed and written notes will be made. Management will invite the offending parent/carer for an interview if it is deemed necessary. The interview must be conducted by management and another staff member who is not directly involved. The parent/carer is permitted to bring a person of their choice to the interview as well. An agreed written record of the discussion will be made for the official complaints' records.



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All the parties present at the meeting must sign the record and be in receipt of a copy of the document.

If at this stage the parent/carer and management cannot reach an agreement, an external mediator is invited to help settle the complaint.

This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways to which it might be resolved.

Peter's Patch 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.

This policy is compliant with the Equality Policy. This Policy is based on best practice to ensure a consistent and effective approach. At Peter's Patch we have a particular responsibility to ensure that the processes are managed fairly, equitably, objectively and must not discriminate either directly or indirectly on the grounds of a person's race, sex, religion, belief, age, sexual orientation, gender reassignment, marriage or civil partnership, disability, pregnancy and maternity.

Updated: 01/02/2021