*Code of Conduct for Parents, Carers and Visitors*

**Introduction**

At Hereford Learning Hub we are aware of the importance of good working relationships with parents and carers. We recognise the importance of these relationships in enabling our children to enjoy our provision, learn, achieve and progress. We welcome and encourage parents and carers to participate fully in the life of our setting.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to HLH and sets out the actions the setting can take should this code be ignored or where breaches occur.

**Vision and values**

Our Vision is:

* to create a lifelong love of learning through a positive and inclusive curriculum for education. Working together with parents, our curriculum is child-centred and fit for purpose - encouraging every child or young person to be independent learners and thinkers. Together, we aim to facilitate learning experiences that develop cultural capital, life skills, creativity, and self-confidence.

Our Values are:

* cooperation, understanding and integrity for positive change

We believe that:

* working together is key to success
* Resolving difficulties

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue.

We understand that everyday misunderstandings can cause frustrations and have a

negative impact on our relationships. Where issues arise or misconceptions take place,

please contact your child’s teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it.

**Making a complaint**

Where issues remain unresolved, please follow the setting’s complaints procedure. A full copy is available on the setting website or can be requested from the setting office. Here is a summary: - Complaints will be dealt with honestly, politely and in confidence. Complaints will be looked into thoroughly and fairly. You will get an apology if we have made a mistake. You will be told what we are going to do to put things right. If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation.

You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

First - formal stage. Request a meeting with the Headteacher who will

arrange an investigation and aim to inform you of the outcome. If your complaint is about the Headteacher, you should write to the SEND Information Advice and

Support Service (SENDIASS) may also be able to help you.

**Code of conduct**

Behaviour that will not be tolerated:

• Disruptive behaviour which interferes or threatens to interfere with any of the setting’s normal operation or activities anywhere on the setting premises.

• Using loud or offensive language or displaying temper.

• Racist and homophobic language.

• Threats to member of staff, visitor, fellow parent / carer or child.

• Damaging or destroying setting property.

• Sending abusive or threatening emails or text / voicemail / phone messages or other written communications (including social media) to anyone within the setting community.

• Offensive or derogatory comments regarding the setting or any of the learners / parents /staff at the setting on Facebook or other sites

• The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on setting premises.

• Approaching someone else’s child in order to discuss or chastise them because of the

actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)

• Smoking, taking illegal drugs or the consumption of alcohol on setting premises. (Alcohol may only be consumed during authorised events)

• Dogs (other than guide dogs) being brought on to the setting premises without prior

permission.

Should any of the above occur on HLH premises or in connection with HLH, it may

be necessary for the setting to take action by contacting the appropriate authorities or

consider banning the offending adult from entering the setting’s premises.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the setting will refer the matter to the County Councils Legal Team for further action In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the setting will send out a formal letter to the parent/carer with an invite to a meeting. If the parent/carer refuses to attend the meeting then the setting will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the setting premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place. A ban from the setting can be introduced without having to go through all the steps offered above in more serious cases. Site bans will normally be time limited in the first instance.

**Issues of conduct with the use of social media**

Most people take part in online activities and social media. It keeps us connected. Within these spaces we ask that you use common sense when discussing setting life online.

Online activity which we consider inappropriate:

* Identifying or posting images / videos of children without consent.
* Abusive or personal comments about staff, governors, children or other parent
* Posting defamatory or libellous comment
* Emails with abusive or personal comments about staff or children
* Racist or homophobic comments