

Innsworth Preschool Parent Partnership and Conduct Policy

Last Updated: June 2026

1. Purpose and Scope

1.1 Overview: This policy defines Innsworth Preschool's commitment to building a strong, collaborative partnership with parents and carers.

1.2 Objective: It outlines the standards of conduct required of all adults and the robust procedures we follow when behaviour threatens the safety, well-being, or operational stability of our setting. The aim is to work together respectfully while protecting the integrity of the preschool and the professionals entrusted with your child's care.

1.3 Safeguarding Primacy: Nothing in this policy limits our safeguarding duties. Where a safeguarding concern exists, statutory safeguarding procedures take precedence over any partnership or contractual terms.

2. Legal and Statutory Framework

2.1 Compliance: This policy is grounded in our duties and rights under the following legal standards:

- The Statutory Framework for the Early Years Foundation Stage (EYFS).
- The Health and Safety at Work etc. Act 1974: Our duty to ensure the health, safety, and psychological wellbeing of staff.
- The Equality Act 2010: Protection from harassment and duty to make reasonable adjustments.
- The Protection from Harassment Act 1997 & Public Order Act 1986: Covering threatening behaviour and harassment.
- Occupiers' Liability Act 1957: Duty of care to visitors on our premises.
- Malicious Communications Act 1988 / Communications Act 2003: Regarding online abuse/threats.

- UK GDPR and Data Protection Act 2018: Regarding the handling of evidence.
- UK Contract Law & Consumer Rights Act 2015.

3. The Principles of Our Partnership

3.1 Overview: A successful placement for your child depends on a positive, respectful partnership between you and our staff.

3.2 Our Commitment to You:

- **Professional Expertise:** Our staff are qualified, experienced early years professionals. We are committed to using our expertise to provide the best possible care and education for your child and to provide you with honest, evidence-based advice.
- **Communication:** We are committed to open, honest, and regular communication about your child's wellbeing and development.

3.3 Your Commitment to Us:

- **Respect:** You agree to respect the professional judgement of our staff and the legal framework in which we operate. We will always consider parental views, but decisions must reflect statutory duties, risk assessments, and the needs of the whole group.
- **Operational Limits:** Requests must be feasible within staffing ratios, risk assessments, and our group-based provision. We cannot accommodate demands that contradict our professional expertise or compromise the safety of other children.
- **Constructive Communication:** You agree to raise any concerns in a calm, respectful, and solutions-focused manner, directly with management.

4. Standards of Conduct

4.1 Decisive Action: While we strive for partnership, we will act decisively where conduct risks safety or wellbeing. We prohibit the following behaviours:

4.2 Hostile, Aggressive or Intimidating Behaviour: Any form of verbal or physical abuse, aggression, or threatening behaviour towards staff, children, or other families is strictly prohibited.

- **Objective Indicators:** We define this not just by intent, but by observed behaviours including: raised voices/shouting; swiping/throwing objects; invasive body language; blocking exits; repeated aggressive messages/calls; discriminatory language; stalking; or refusal to leave the site when asked.
- **Consequence:** Where such conduct causes a staff member to feel unsafe or fearful, it constitutes a serious breach of the partnership.

4.3 Digital Conduct and Social Media: We expect the same standard of conduct online as we do face-to-face.

- **Monitoring:** We do not monitor private parent groups. However, we will act on verifiable evidence brought to our attention regarding bullying, harassment, or conduct that targets staff or the setting's reputation.
- **Harm Threshold:** Action will be taken where there is evidence of harassment, "doxxing" (sharing private staff data), incitement to hatred, discriminatory abuse, or coordinated intimidation.
- **Recording/Filming:** To protect all children and staff, parents must not photograph or record video on site (including staff conversations) without express permission. Unauthorised recording is a breach of conduct.

4.4 Malicious and Coercive Complaints: We fully support the right of parents to raise legitimate concerns. Raising a genuine regulatory concern with Ofsted will not, by itself, result in any detriment.

- **Coercive Conduct:** We will not accept complaints used as a tool for leverage, where a threat of reporting is used to bypass policies, demand financial concessions, or intimidate staff.
- **Vexatious Complaints:** A complaint will not be treated as vexatious solely because it is persistent. However, we will not engage with complaints found to be knowingly false, retaliatory, or designed purely to harass, in line with our **Complaints Policy**.

5. Immediate Response to Aggression on Site

5.1 Protocol: If a parent or visitor displays aggressive or threatening behaviour on the premises:

1. **Safety First:** Staff will move children away from the immediate area.
2. **Handover:** A senior manager will take over the interaction.
3. **Instruction:** The individual will be asked calmly but firmly to desist or leave the premises.
4. **Escalation:** If the individual refuses to leave or the threat escalates, staff will call the Police (999).
5. **Barring:** We reserve the right to temporarily ban an individual from the site pending a review.

6. Management of Breaches

6.1 Proportionality: Enforcement actions are taken under the **Suspension and Termination of Place Policy**. We consider the context, severity, and any relevant duties under the *Equality Act 2010*.

6.2 Management Strategies: Before termination, we may implement management strategies such as:

- **Single Point of Contact (SPOC):** Restricting communication to a single manager to ensure consistency.
- **Written Only:** Requiring all communication to be via email/letter (except emergencies) to prevent verbal aggression.
- **Restricted Access:** prohibiting a specific adult from dropping off/collecting.

6.3 Termination of Place: For repeated breaches, or any single incident of serious abuse/hostility (Serious Breach of Contract), the child's place may be terminated.

- **Financial Liability:** Outstanding fees for care already delivered remain payable. Where termination occurs without notice due to a serious breach, the setting may seek reasonable, proportionate costs or notice-period losses where permitted by the Parent-Provider Agreement, Fees, Funding and

Charges Policy, and law, and will take reasonable steps to mitigate those losses.

7. Safeguarding Intersections

7.1 Welfare Concerns: Parental conduct may trigger a safeguarding response where it indicates a risk to a child.

- **Triggers:** Suspected domestic abuse, impaired collection (intoxication), threats to harm/remove a child unlawfully, or coercive control.
- **Action:** These matters are handled via the Designated Safeguarding Lead (DSL) in line with our **Safeguarding Policy** and may result in immediate referral to Children's Social Care or the Police.

8. Equality and Reasonable Adjustments

8.1 Adjustments: We will make reasonable adjustments for parents with disabilities (e.g. agreeing specific appointment times, providing written summaries, or allowing a support person to attend meetings).

- **Limit:** Adjustments do not extend to tolerating abusive, threatening, or discriminatory conduct. Safety remains our primary duty.

9. Monitoring and Record Keeping

9.1 Records: We maintain a **Conduct Incident Record** (dates, times, factual descriptions, witness statements, and evidence). Records are stored securely in line with UK GDPR and our retention schedule.

9.2 Review: This policy is reviewed annually. We will notify parents of material changes in writing. If a change materially disadvantages you, you may terminate the place without penalty before the change takes effect.

