



## **Parental Involvement, Communication and Behaviour Policy**

### **Statement of Intent**

We believe that children benefit most from Pre-school early years education and care when parents and settings work together in partnership.

### **Our aim**

We aim to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting. We try to involve all parents in the Pre-school, whether this is through involvement as a helper, through contributing skills, knowledge and interests or through any other way they feel comfortable with. Parental involvement and an open dialogue with parents are key to the success of Playhouse Pre-school.

For the purposes of this document, 'parents' is used to describe and individuals who may have parental responsibility for a child.

### **Method**

To fulfil these aims:

- We consult with parents to find out what works best for them.
- We ensure ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- We inform all parents about how the setting is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them.
- We encourage and support parents to play an active part in the running and management of the Pre-school.
- Staff are aware of the need to maintain confidentiality
- We inform all parents on a regular basis about their children's progress.
- We involve parents in the shared record keeping about their children - either formally or informally – parents/carers have access to their child's online learning journal
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting.
- We inform parents about relevant conferences, workshops and training.
- We consult with parents about the times of meetings to avoid excluding anyone.
- We provide information about opportunities to be involved in the setting in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language.
- We welcome the contributions of parents; in whatever form these may take.
- We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our complaints' procedure.
- We provide opportunities for parents to learn about the curriculum offered in the setting and about young children's learning, in the setting and at home.

### **Parental Behaviour**

## Parental involvement and Communication Policy

Our Pre-school believes staff, parents/carers and 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. Playhouse Pre-School understands the benefits of using social media; however, if misused, the preschool community can be negatively affected.

The Pre-school will not tolerate persistent disregard to its policies and procedures, nor will it tolerate threatening, abusive or insulting words and behaviour by anyone on the grounds of the Pre-school. Physical attacks and threatening behaviour, abusive or insulting language to staff, parents and carers, children and other users on the Pre-school premises will result in suspension. This also includes abusive and insulting language used on phones or any written communication.

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

### **Parental agreement regarding internet use**

Online channels are an important way for parents to communicate with or about our preschool. The preschool uses the following channels: official Facebook page, Instagram, Eylog app, email and text messaging. Parents/carers may also set up independent channels to help them stay on top of what is happening in their child's class or for social reasons. For example, email groups or chats through apps such as Whatsapp.

When communicating about the preschool, parents/carers must:

- be respectful towards members of staff, other parents/carers and children at all times.
- not send abusive messages to fellow parents/carers
- not post content regarding parents/carers, pupils, the pre-school or its employees
- not post content containing confidential information regarding the preschool or any members of its community
- not contact preschool employees through social media, including requesting to 'follow' or 'friend' them, or sending them private message
- report any concerns regarding the preschool through the preschool's official channels, so they can be dealt with in line with the complaint's procedure.

The preschool retains the right to request that any damaging material is removed from social media websites, either by the parent/carer or by the relevant social media company. Breaches of this policy will be taken seriously by the preschool and could ultimately lead to suspension.

### **Procedures**

Following an incident of misconduct, the senior member of staff can suspend a child and/or their parent for the remainder of the day, 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. The senior member of staff must inform the Manager or Deputy Manager as soon as possible with a written report of the circumstances. The Manager or Deputy Manager can extend the suspension to 7 days if necessary and will inform the parent accordingly either in writing or by telephone.

Having interviewed any staff and any other witnesses present, the senior member will then inform the Manager, describing the incident and any action taken. Written notes of

## Parental involvement and Communication Policy

interviews must be made. The Manager will then be responsible for taking the necessary action required to resolve any complaints. The Manager can delegate their position to the Deputy Manager if it is felt more appropriate.

The Manager or Deputy Manager will invite the offending parent/carer for an interview if it is deemed necessary. The Manager or Deputy Manager must be accompanied at the interview by a senior member of staff 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 complaint's records. 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 Pre-school cannot reach agreement, an external mediator is invited to help to 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 in which it might be resolved. Staff within the Pre-school Learning Alliance, local Family Centre or onsite preschool are appropriate persons to be invited to act as mediators.

The mediator keeps all discussion confidential and can hold separate meetings with the Pre-school personnel and the parent if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

When the mediator has concluded their investigations, a final meeting between the parent/carer and Pre-school personnel will be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, will be made. Everyone present at the meeting must sign the record and be in receipt of a copy of the document. This signed record signifies that the procedure has concluded.

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.

This policy was agreed by the staff of Playhouse Pre-school Broadwater.

Adopted on 24<sup>th</sup> April 2015 and will be reviewed annually.

Reviewed on 10<sup>th</sup> November 2025 by Z. Munford