

Parental Relationships including Social Media use

Policy statement

At Making Miracles we recognise that the success of the settings is dependent on a strong partnership between all members of our community: children, parents, staff and proprietor. This partnership must be based on a polite, positive and respectful relationship. For this reason, we continue to welcome and encourage parents/carers to participate fully in the life of our settings. Any reference in this policy to a “Parent”, includes any parent, guardian, carer or other individual with “parental responsibility” (as defined in the Children Act 1989) for a child attending Making Miracles.

The purpose of this policy is to provide a reminder about the expected conduct from our Parents and visitors. We ask that all members of Making Miracles community follow these principles:

- We all respect the caring ethos of our settings.
- Both Parents and staff need to work together for the benefit of the child.
- All members of the Making Miracles community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

Procedures

In this context, threatening, violent or abusive behaviour, against any members of Making Miracles community, is unacceptable and will not be tolerated. All members of our community have a right to expect the settings to be a safe place in which to work and learn. Where the behaviour of Parents or visitors falls below expected standards, we will take appropriate action.

Parental conduct

Parents are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.



Parental access

Parents must be accompanied by a member of staff at all times. Parents must not move around the building unaccompanied. Parents will receive a daily hand over on their child's day, this is an opportunity to ask questions relating directly to the child. If parents have more general questions or queries, these must be addressed to the manager. If the manager is unable to answer the question or query, parents should consult the operations manager. Regular parent's evenings and open events will provide an opportunity for more in-depth discussion with the child's key person.

Behavioural Incidents

In order to support a peaceful and safe environment, Making Miracles cannot accept Parents or visitors exhibiting the following:

- Conduct which undermines the safe and calm environment in the setting.
- Using loud or offensive language, such as swearing
- Displaying an unacceptable amount of anger and aggression.
- Threatening physical violence to anyone.
- Damaging Making Miracles' or personal property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about staff, proprietors or other Parents on social media sites.
- Sexual abuse
- Racial abuse
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- Approaching someone else's child in order to chastise them.
- Entering the premises without authorisation

Any example of such behaviour shall, for the purposes of this policy, constitute a "Behavioural Incident". If any such incidents are reported by a Parent to Making Miracles, but haven't been witnessed by a member of staff, evidence will be required to substantiate these claims.

INAPPROPRIATE USE OF SOCIAL MEDIA SITES

Social media websites are being used increasingly to fuel campaigns and complaints against settings, staff,



proprietors and in some cases other Parents/children.

Making Miracles view the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole Making Miracles community.

Any concerns you may have must be made through the appropriate channels, please see our complaints policy.

In the event that any Parent is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. We will also expect that any Parent removes such comments immediately.

In serious cases the we will also consider our legal options to deal with any such misuse of social networking and other sites.

Staff are not to accept requests for 'friends' or equivalent on other social media sites from parents of children currently attending the setting.

PROCEDURES

Making Miracles has processes in place for dealing with Behavioural Incidents. Any Behavioural Incident will be reported to the operations manager, and the appropriate procedures will be followed. This may include verbal warnings, written warnings and/or exclusion (Temporary or Permanent) from the setting.

At any stage, Making Miracles may report serious incidents of abusive and threatening behaviour to the Police. Making Miracles has a responsibility to ensure that any act of actual or threatened violence is referred to the Police immediately.

This policy was adopted by	Making Miracles	<i>(name of provider)</i>
On	1 st April 2019	<i>(date)</i>
Date to be reviewed	1 st April 2020	<i>(date)</i>
Signed on behalf of the provider		
Name of signatory	Vanessa Stacey Offen	
Role of signatory (e.g. chair, director or owner)	Operations Manager	

