



Code of Conduct for Parents, Carers and Summary of complaints

Introduction

At FuzzyPegs 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 FuzzyPegs 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 passion for learning through a positive and inclusive setting and curriculum for education. Working together with parents and carers, our approach 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 life skills, creativity, self-belief, independence and self-confidence to allow for the next steps of a lifelong journey.

Our Values are:

- Cooperation, understanding, intervention and integrity for positive changes

We believe that:

- working together with a child-centred approach is key to success
- Resolving difficulties quickly and effectively creates room for growth
- Working collaboratively to remove barriers to learning and attendance creates more learning opportunities
- Engaging in transparent and clear communication builds trusting and honest relationships

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

We understand that everyday misunderstandings can cause frustrations and upset with a negative impact on our relationships. Where issues arise or misconceptions take place, please contact the Manager or the Director, 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 and can be requested from the setting, this request should be done in writing and will be responded to within 14 working days.

Here is a summary: - Complaints will be dealt with honestly, politely and in confidence. Complaints will be investigated 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.

Formal stage. Request a meeting with the Director who will arrange an investigation and aim to inform you of the outcome. If your complaint is about the Director, you should write to the Local Authority SEND Team or seek further advice from SEND Information Advice and Support Service (SENDIASS) who 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 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 and vaping, 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 FuzzyPegs premises or in connection with FuzzyPegs, it may be necessary for the setting to act by contacting the appropriate authorities or consider banning the offending adult from entering the setting's premises.

In cases where the unacceptable behaviour is 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, children or other parents
- Posting defamatory or libellous comment
- Emails with abusive or personal comments about staff or children
- Racist or homophobic comments

Most recently reviewed on:	06th December 2025
Next review due:	06th December 2026