

# PARENT / CARER / VISITOR CODE OF CONDUCT - The Underground Studios CIC

## 1. PURPOSE AND SCOPE

The Underground Studios recognises the importance of a mutually supportive relationship between the studio and parents. When the studio and parents share a commitment to collaboration, open lines of communication, and mutual respect; and when roles, responsibilities and expectations are clearly defined, the participants' development and well-being is best served.

The purpose of this document is to provide a reminder to all parents, carers and visitors to the studios about the expected conduct. This is so we can continue to provide a community where:

- **Every participant feels safe and well-being is supported.**
- **Participants are encouraged to be reflective and responsible.**
- **Participants are encouraged to speak out about attitudes or behaviour that make them uncomfortable.**
- **We are caring towards others and our environment.**
- **Everybody is valued and respected.**
- **Enthusiasm and curiosity for self-development are fostered.**
- **We take pride in our development and achievements.**
- **Strong partnerships with the community are valued.**

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes participants, parents / carers, visitors, staff and volunteers through their respective Behaviour Policies.

This code of conduct aims to help the Studios work with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a participant.
- Anyone caring for a participant (such as grandparents or child-minders).

## 2. OUR EXPECTATIONS OF PARENTS AND CARERS

**We expect parents, carers and other visitors to:**

- Ensure the participant/s sign/s in and out of the Studios.
- Immediately make themselves known to a member of staff upon entering the Studios.
- Refrain from loitering during drop-off and pick-up times.
- Avoid any contact which would lead any responsible person to question your motivation and intention.
- Be responsible for your own actions.
- Make sure participants are collected on time and collected by a responsible person.
- Work together with staff in the best interests of our participants.
- Demonstrate that **all** members of the Studio's community should be treated with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour.
- Seek to clarify a participant's version of events with the Studio's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach a member of the Studios staff to help resolve any issues of concern.

## 3. BEHAVIOUR THAT WILL NOT BE TOLERATED

**In order to support a peaceful and safe studio environment the studio cannot tolerate parents, carers and visitors exhibiting the following:**

- Disrupting, or threatening to disrupt, Studio operations (including events within and out of the Studios).
- Breaching the Studio's Safeguarding / Child Protection procedures.
- Using loud / or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening another member of the Studio's community.
- Damaging or destroying Studio property.
- Sending Abusive, persistent or threatening messages to another member of the Studio's community, including via text, phone, email or social media.
- Posting defamatory, offensive or derogatory comments about the Studio, its staff or any member of its community, on social media platforms (see additional advice regarding social media).
- Use of physical punishment against your child while on Studio premises.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking or drinking alcohol on the Studio's premises (unless alcohol has been allowed at a specific event).
- Possessing or taking drugs (including legal highs).

#### 4. INAPPROPRIATE USE OF SOCIAL MEDIA

Social media websites are being used increasingly to fuel campaigns and complaints against businesses or to share inappropriate information, e.g. naming children involved in incidences, sharing confidential information, making allegations or accusations or sharing false news.

The Underground Studios considers the use of social media websites or Apps in this way as unacceptable and not in the best interests of participants or the whole Studio community. Any concerns you may have must be made through the appropriate channels by speaking to a member of staff or a Director, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any participant or parent / carer of a participant of The Underground Studios is found to be posting libellous or defamatory comments on Facebook or other social network sites or Apps, 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. The Underground Studios will also expect any parent or participant removes such comments immediately.

In cases where a parent wishes to make / has made a complaint to the Studio, at any level, posts on social media regarding the complaint, would be deemed to break confidentiality. In order for complaints to be resolved as quickly and fairly as possible, we request that complainants do not discuss complaints publicly via social media such as Facebook and Twitter. Complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

In serious cases, the Studio will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyberbullying and the use by one participant or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying.

## 5. BREACHING THE CODE OF CONDUCT

If the studio suspects or becomes aware, that a parent has breached the code of conduct, the Studio will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the studio may then:

- Invite the parent into the studio to meet with a member of staff and / or a Director.
- Contact the appropriate authorities (in cases of criminal behaviour, or safeguarding concerns).
- Seek advice from the Studio's legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Ban the parent from the studio.

The studio will always respond to an incident in a proportional way.

The final decision on how to respond to breaches of the code of conduct rests with the Directors.