



K N & P Limited

Parent/Carer Code of Conduct

Policy agreed (date):	01.08.24
Policy published (including on website) (date):	01.08.24
Next review (date):	01.08.25
Policy reviewed by:	Kayley Butler – Director & Business Manager

Key Personnel			
Role	Name	Tel.	Email
Proprietors	Philippa Bourne Kayley Butler Natalie Bourne	07716883051	Admin@knp-limited.com
Designated Safeguarding Lead	Philippa Bourne	As Above	Philippabourne@knp-limited.com
Deputy designated Safeguarding Leads	Natalie Bourne Kayley Butler	As Above	Nataliebourne@knp-limited.com Kayleybutler@knp-limited.com

Introduction

At K N & P, our key focus is our students; we are committed to providing a safe, nurturing environment where our student's welfare is paramount. Part of keeping our students safe and achieving positive outcomes, involves forming an effective, professional team around the child. This team includes us, the commissioner, all professionals involved with the student and the Parents/Carers. The team shares a responsibility for the student's welfare and



development by being able to communicate effectively, modelling positive behaviour and showing mutual respect to others.

We welcome communication from all those involved with the student and pride ourselves on our efficient, professional, and effective communication with all those involved.

Expected behaviour and conduct

K N & P Limited expects Parents/Carers and Visitors to:

- Respect our provision and the safe, nurturing environment we offer our students.
- Understand that staff, schools, professionals and parents/carers need to work together for the benefit of the student.
- Approach the provision in a courteous manner to help resolve any issues of concern.
- Treat all members of staff, volunteers and other users of the premises with respect and set a good example in their own speech and behaviour.
- Respect and adhere to the provisions safeguarding a child protection policy.
- Respect that the site has a zero-tolerance policy on smoking (this includes in the car park) and does not allow dogs on site.

Behaviour and conduct which is not tolerated

K N & P Limited does not tolerate the following:

- Using loud or offensive language, swearing or using discriminatory language
- Threatening to do harm to any member of staff, student, visitor or other user of the premises.
- Damaging or destroying the premises or property.
- Displaying disrespect to any member of staff or user of the premises.
- Attempting to intimidate any member of staff, student or user of the premises.
- Being verbally or physically aggressive towards any member of staff, student (including your own) or user of the premises.
- Smoking on the site (this includes in the car park)

Reporting Procedures

Any employee of K N & P Limited who experiences any form of misconduct are required to report the incident immediately to a director. Reports should include a detailed description of the incident, including date, time, location, and the names of those involved in the incident.

Any witnesses to an incident will also be required to provide an incident report.

These reports are recorded on an incident report form and can be supported by photos of injuries or damage or relevant CCTV footage. Incident forms and any relevant evidence will



be shared with commissioners, professionals involved with the child of the parent/carer and, if necessary, the police.

Investigation and Response

All reports of misconduct will be promptly and thoroughly investigated by K N & P Limited. Investigations will be conducted with sensitivity and confidentiality. Depending on the severity of the incident, appropriate actions will be taken, which may include but are not limited to:

- Arranging a resolution meeting between us, the parent/carer and the commissioner where a plan to move forward positively and effectively can be made and agreed to by all parties.
- Issuing a verbal warning to the perpetrator.
- Asking the perpetrator to leave the premises.
- Restricting the perpetrators access to K N & P's premises.
- Terminating a placement at K N & P if the perpetrator is unwilling to work effectively with K N & P or resolve any issues effectively to support the student moving forward during their placement.
- Involving the police if necessary.

Monitoring and reviewing

This policy is monitored regularly and will be reviewed annually as a minimum to ensure the effectiveness of our strategies.