



BEHAVIOUR POLICY FOR PARENTS AND CARERS.

York Childcare Ltd (YCL) takes the welfare the children who attend and the welfare of its staff very seriously and will not tolerate what it deems unacceptable behaviour from parents/carers or other members of their families. As an employer YCL has a duty to protect staff whilst they are in the workplace.

Set out below are examples of the type of situation which would be a breach of this YCL Behaviour Policy.

- using offensive language or threatening body language while speaking to staff, both in the setting and in the surrounding area
- raising voices to or shouting at staff
- making rude or offensive comments or gestures which threaten, harass, or intimidate any member of staff or any other user of the setting
- making similar threats or intimidation through the use of all communications systems and of social media
- Any physical assault or damage to property will result in the police being called and any appropriate action being taken against any individual.

Actions which would be taken:

- Staff are instructed to end the conversation and ask the parent/carer to leave and for the discussion to continue at another time. If any parent/carer refuses to leave for whatever reason and staff feel unsafe, the police will be called.
- Any complaint or serious issue reported by a parent / carer will be discussed confidentially in the office or some other appropriate place. Parents/carers must recognise that if it is not possible to speak to the Manager or other member of staff at that point in time, that an appointment must be made - it may be the staff member is busy caring for children and is needed in adult/child ratios.
- Nursery Managers have the right to bar any parent/carer who has behaved in an unacceptable manner. If arrangements cannot be made for an alternative person to bring or collect a child, this may result in the temporary suspension of a childcare place until suitable alternative arrangements can be made.
- The Management Board will be consulted to consider whether to terminate the childcare place on a permanent basis if arrangements for someone else to collect the child cannot be made.



Staff, parents and carers must adhere to a strict confidentiality policy. This is to protect all the users of the setting including children and staff.

Parents / carers must not discuss with parents/carers of other children any confidential issues in relation to children and families using the nurseries.

In addition to this policy there is also a policy which provides a framework for staff, students and volunteers on managing the behaviour of children.