



Parent/Carer Behaviour

Policy statement

The PlayDen is committed to building positive relationships with parents/carers and it is vital that all children, staff and visitors to the club feel safe.

Procedures

The PlayDen would expect all parents/carers and other visitors to be aware of their behaviour and act accordingly while on its premises. At our club all staff are expected to behave in a friendly and professional manner with Parent/Carers and other professionals.

As an employer the club has a responsibility to protect staff while in the work place.

Staff must adhere to a strict confidentiality policy, this is to protect all the users of the setting, including the children and the staff themselves. We expect parents not to discuss other parents/carers children or confidential issues that they may be involved in with any other adult whether they be a user of the setting or not.

The PlayDen take the welfare of its staff and children very seriously and will not tolerate what it deems to be unacceptable behaviour from parents/carers and the below is not an exhaustive list. We sincerely hope none of these situations arise, however ANY breaches of one or more of these policies will result in a meeting of the Management committee, where a decision to immediately terminate your childcare place may be taken.

- In the setting parents/carers must not use offensive language or threatening body language whilst speaking to staff and children.
- Slander of any kind, including on social networking sites, will be investigated and taken seriously. Legal advice may also be sought.
- Any complaints you wish to report or serious issues you wish to discuss will be carried out, confidentially and in line with the clubs' complaints procedure. Parents/carers must recognise that if it is not possible to speak to the Manager or other member of staff immediately an appointment can be made to discuss any issues.
- If parents/carers raise their voice to staff or children in an aggressive manner, it may be necessary for staff to end the conversation and ask the parent/carer to leave and continue at another time. If any parent/carer refuses to leave for whatever reason and staff feel that they are a threat then the police will be called.
- Staff are not expected to tolerate rudeness from parents/carers to themselves or to children in the setting. We would deem rudeness to be in form of verbal comments, gestures or letters.
- Parents/carers will NOT threaten, harass or intimidate any member of staff or any other user of the setting in any way, for any reason at any time.
- Any physical assault or damage to property may result in the police being called and any appropriate action being taken against any individual.



This policy was adopted at a meeting of	The PlayDen	
Held in:	June 2018	
To be reviewed in:	November 2019	
Signed on behalf of the setting:		
Name of Signatory:	Tom Garnett	Gill Moss
Role of Signatory:	Manager	Deputy Manager