



## Parent/Carer Behaviour Policy

As a childcare setting Kool Kids Club would expect parents/carers or other visitors to be aware of their behaviour and act accordingly while on its premises.

As an employer Kool Kids 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 children and staff. We expect that parents will not discuss confidential issues with other parties who are not involved, whether they are a staff member or parent.

Kool Kids Club takes the welfare of its staff very seriously and will not tolerate what it deems unacceptable behaviour. The below is not an exhaustive list:

- In the setting parents/carers must not use offensive language or threatening body language while speaking to staff
- Any complaints parents/carers wish to report, or serious issues they wish to discuss will be done so confidentially in an appropriate place at the setting. This may not be possible immediately and an appointment may need to be made
- If parents/carers raise their voice to staff it may be necessary for staff to end the conversation and ask the parent/carers to leave and continue another time. If any parent/carers refuses to leave for whatever reason and staff feel they are a threat the police will be called
- Staff are not expected to tolerate rudeness from parents/carers whether in the form of verbal comments, gestures or letters.
- Parents/carers must 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 will result in the police being called and appropriate action being taken against any individual

We sincerely hope none of these situations arise, however any breaches of these will result in a meeting of the Board of Trustees, where the decision may be taken to ban a parent immediately or terminate the childcare place.

Kool Kids Club endeavours to support every child whatever their needs may be. We therefore expect the support of the child's parent for this to continue.

This policy was adopted at a meeting of	Kool Kids Club	
Held in:	July 2018	
To be reviewed in:	July 2019	
Signed on behalf of the setting:		
Name of Signatory:		
Role of Signatory:	Manager	Deputy Manager