

# Acceptable Behaviour Policy

At Daisy and Rainbow Childcare we work with an ethos of mutual respect for each other as human beings. We anticipate that all members of the team will treat each other as they wish to be treated themselves. As a team we all work to our "Personnel Golden Rules" which shapes our expectations of each other within the work environment.

We also have every expectation that visitors, parents and carers will adhere to this ethos.

We encourage anticipate and support the following behaviours from all visitors, guests and parents who come in to our workplace.

- We appreciate being greeted with a smile and good humour.
- Courtesy and respect for our professionalism and our child friendly environment.
- Enthusiasm and interest.

When a parent has a concern, complaint or grievance we are always willing to listen and respond when adhering to the following conditions;

- Parents may need to make an appointment or be willing to wait until a moment when we have sufficient opportunity to be able to give our full attention to the conversation.
- We would prefer to discuss any issues and concerns away from children.
- We anticipate that the tones used will be moderate, non-threatening and without raised voice.
- Respectful language will be used.
- We anticipate that a discourse will be entered in to when both parties equally will be allowed the opportunity to both talk and to be listened to.
- Body language will be non-threatening and open.

On those occasions when parents find it impossible to regulate their behaviours we will work to resolve this by

- Remaining calm and in control of our own emotions.
- Remind the parent of our policy for acceptable behaviour.
- Asking the parent respectfully to leave the childcare environment to be able to meet away from the children.
- Attempt to get in to rapport with the parent by using language of validation in a calm manner, whilst maintaining positive eye contact.
- Invite a colleague to join us in the conversation.
- Request that we meet on another occasion when the parent is better able to respond in a respectful manner.
- In instances when parents continue to de-regulate we will contact MASH, when we feel a child's safety may be compromised, and /or the police.
- When a parent continues to engage with us in a way which breaches this agreement we may be forced to consider excluding that parent from our setting.

Following any instance when we need to evoke the terms of this policy, all staff will be given time to de-brief with a senior colleague.

Policy formulated in Aug 2013

Reviewed in July 2016

Signed Judy Westcott