KIRSTY'S LITTLE TREASURES

UNLOCKING YOUR CHILDS POTENTIAL

Code of Conduct for Parents & Carers

At KLT's we believe that communication is key to avoiding misunderstandings and potentially volatile situations. We encourage and support a culture of polite consideration towards others using acceptable verbal and nonverbal language. At no time will aggressive or offensive language be acceptable from anyone whatever the circumstance may be.

No parent or carer is permitted to swear or use other inappropriate language within any area of KLT's; within in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language.

We have 'zero tolerance' for any parent/carer raising their voice, using intimidating or threatening behaviour towards a member of staff or other parents/carers. If such behaviour occurs, the Police and other appropriate authorities will be contacted immediately, and action may be taken. Parents and carers must be responsible for and in control of their behaviour at all times.

KLT's does not condone corporal punishment of children, and such acts are not permitted within the setting. While verbal reprimands may be appropriate at times, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss behaviour issues with staff members and are encouraged to seek advice and guidance regarding appropriate and effective behaviour management strategies.

Under no circumstances should parents/carers talk negatively or 'bad mouth' another family or child within the setting, rude comments or bullying will not be tolerated and if this is experienced your child's nursery place may be in jeopardy.

Breach of Code of Conduct

Any breach of the code of conduct will be treated promptly and taken seriously.

Should staff be presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, the Police will be contacted, and their assistance requested to help deal with the situation. Appropriate action will be taken following advice from the Police. If we are unable to meet your needs, or our standards do not meet your requirements, we respect your right to choose alternative facilities.

Parents who chose to ignore or not respect KLT's values will have their Childcare contract terminated with immediate effect.