



Dringhouses Out of School Club Policies and Procedures

Parent/Carer Behaviour

Policy statement

DOOSC 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

DOOSC 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.

DOOSC 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 Trustees, 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 club's 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.



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This policy was reviewed at a meeting of	D.O.O.S.C.
Held in:	April 2024
To be reviewed in:	April 2025
Signed on behalf of the setting:	
Name of Signatory:	
Role of Signatory:	Manager Deputy Manager