

Code of Conduct Policy and Procedure

At Time Childcare, we are committed to providing a safe, supportive, and respectful environment for all children, families, visitors, and staff.

We will not tolerate bullying, aggressive, confrontational, threatening, or deliberately disruptive behaviour from any person—whether a parent, carer, or visitor.

We are an inclusive setting and recognise that children and adults with Special Educational Needs and Disabilities (SEND), whether diagnosed or undiagnosed, may sometimes display behaviours linked to their needs. In such cases, we will make every effort to support regulation of emotions and encourage positive behaviour.

Unacceptable Behaviour

The following behaviours are considered unacceptable at Time Childcare. This list is not exhaustive:

- Shouting at staff, in person or over the telephone
- Physically intimidating staff (e.g., standing too close, blocking exits)
- Aggressive or abusive gestures (e.g., finger wagging, shaking a fist)
- Threatening behaviour, verbal or physical
- Use of offensive or abusive language, including swearing
- Physical violence (e.g., pushing, hitting, slapping, punching, kicking)
- Spitting
- Discriminatory comments or actions, including racist, sexist, or otherwise abusive remarks

Such behaviour will not be tolerated under any circumstances, whether directed at staff, children, or others within the setting.

Procedure

If a parent, carer, or visitor behaves in an unacceptable way towards a member of staff or a child, the following steps will be taken to safeguard all involved and minimise distress:

1. Immediate Action

- Children will be removed from the vicinity of the incident where appropriate.

2. Initial Response

- The Manager or Lead Practitioner will attempt to resolve the situation through calm discussion.
- Where necessary, the individual will be asked to leave the premises. They may also be advised to put their concerns in writing or arrange to discuss them at a more suitable time.

3. Complaints Process

- If the individual wishes to make a formal complaint, they will be directed to follow the Time Childcare Complaints Procedure or to contact Ofsted directly.

4. Escalation

- If aggressive or intimidating behaviour continues, the individual will be instructed to calm down or leave immediately.
- If they refuse, the Manager will contact the police without delay.

5. Post-Incident Review

- After the incident, the Manager and staff team will reflect on what occurred and decide whether to restrict the individual's access to the premises.
- Any decision to impose a ban will take into account the seriousness of the incident and

whether there is a history of similar behaviour.

- The individual will be informed in writing of the decision, the reasons, and the duration of any ban.

Related Policies

This policy should be read alongside:

- **Equalities Policy**
- **Complaints Policy**
- **Safeguarding Policy**

Review Date: 31st July 2026