



## **Ducklings Childcare**

### **Zero Tolerance Behaviour Policy:**

Harassment takes many forms ranging from tasteless jokes, abusive remarks, threatening behaviour, intimidation and actual physical abuse. Whatever form it takes, personal harassment from parents/clients is always taken seriously and is totally unacceptable.

Harassment can seriously affect employee's working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

As mentioned personal harassment takes many forms and people may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one person towards another and examples of this include:

- Insensitive jokes and pranks
- Lewd or abusive comments about appearance
- Deliberate exclusion from conversations
- Displaying abusive or offensive writing or material
- Unwelcome touching
- Intimidating or aggressive behaviour
- Verbal abuse (e.g. raised voices, aggressive tones)

NB: These examples are not exhaustive

Any parent/client displaying examples of the above behaviour will be asked to calm down, and once calm the situation will be dealt with. Any parent/client who refuses to calm down will be asked to leave the premises and will be told they can make an appointment with the Director to continue the discussion so long as they do not display any more of the mentioned types of behaviour. If the parents refuse to leave then the member of staff is well within their rights to call the police. The parent will be informed of this. The parent may be asked to remove their child from the Nursery if management feel this is the most appropriate course of action.

This similarly applies to any other individual and course of actions will be circumstantial.