



Zero tolerance Policy

The purpose of this policy is to ensure we provide a safe environment for children, staff and anyone who is visiting the setting from any type of abusive behaviour whether verbal or physical from any member of staff, child or visitor.

Kids Club Ely Ltd recognises that we have a legal care of duty to the health, safety and welfare of children and staff. Violent incidents do not have to cause physical harm; they can include threats, verbal abuse, gestures and stalking.

Any displays of violent/abusive behaviour will not be tolerated and will be dealt with immediately and appropriately. The emphasis must be on safeguarding everyone from harm, according to health and safety at work act, our behaviour and suspension and exclusions policy; staff have a personal responsibility for their own safety and that of others in the premises.

If someone is being verbally aggressive/abusive a verbal and written warning will be issued that this action is unacceptable and will not be tolerated in future.

Then an incident form will be completed and a letter requesting removal of adult or child from the setting.

A risk assessment may follow to indicate that there is a risk of violence taking practical steps to eliminate and reduce the risk through safe working practices.

Please note, if a child's behaviour is difficult, but within the normative range, it is our job to help them without discrimination. If their challenges are beyond the service we're capable of providing, we will work with their family to help them acquire the appropriate resources.

Please see also our policy on Behaviour and Suspensions and exclusions.