



## ZERO TOLERANCE POLICY

A zero tolerance policy towards raised voices and unpleasant tones of speech, violent, threatening and abusive behaviour is now in place throughout all of the Royal Naval Pre-school Learning Organisations childcare facilities.

### **Raised voices and un pleasant tones of speech, Abusive, Violent or threatening behaviour**

Any persons who commits an act of violence against a member of staff, other users whilst children are present or behaves in such a way that any such person fears for their safety or feels intimidated will be reported to the Police immediately and arrangements will be made to have them removed from the premises and banned from the childcare setting.

The staff within the childcare settings have the right to work in an environment free from violent, threatening, intimidating or abusive behaviour and everything will be done to protect that right.

### **Expected Standards of Behaviour.**

The following are examples of unacceptable behaviour in a RN childcare setting:

- Violence
- Threatening or abusive language involving swearing or offensive remarks
- Malicious allegations relating to members of staff, or other users.
- Verbal threats or threatening behaviour
- Intimidating behaviours or remarks to staff or other users
- Raised voices and un pleasant tone of speech
- Rude or aggressive behaviour

Signed:

Dated:

Reviewed:

