



Unacceptable Behaviour Policy & Procedure

It is Jules et Lis priority is to provide an environment that is fun, caring and above all safe for your children. Although we have a relaxed atmosphere within our clubs, we expect the children to respect the club, the staff and each other, and we will not tolerate unacceptable behaviour in any of its forms such as: Persistent poor behavior on the part of the child (which includes but is not limited to, bullying; verbal abuse; physical violence; racial incidents; defiance; rudeness; dishonesty; disobedience; deliberate damage to property), or non-persistent incidents of a particularly serious behavior which endangers children or staff.

We believe that it is necessary that the children are aware that these forms of behaviour will not be tolerated and as such we carry out the following disciplinary procedure to prevent situations worsening.

STEP 1: The child will be spoken to and via an explanation from Club staff, asked to cease his/her current behaviour. The child will then be able to continue to play.

STEP 2: If the child should ignore the above, they will be removed from the situation and asked to think about their behaviour. After a few minutes (calm down/ time out period), they will be given the opportunity to explain their reasons for behaving in such a manner and if they are sorry, they will be allowed to resume play.

STEP 3: If having carried out the previous steps the child continues to display unacceptable behaviour, it will be necessary for the staff to consult the parents about possible courses of action to deal with the specific behaviour.

An action plan will be agreed, and the staff and parents will work together to encourage the child to behave in a more positive manner whilst within the Club.

STEP 4: If having carried out all such steps, the child continues to show a disruptive behaviour pattern a written warning will be issued. If the child should receive a further written warning within a 12-month period, the child will be given an immediate 2 week suspension from the club. It is hoped that during this time the parents and child will be able to work together on improving their behaviour.

NB. Due to the child's place remaining open, full fees will still be payable.

On returning to the Club, the child will have one final chance to comply with the club rules. If the child continues to display unacceptable behavior, they will either be given 1 week's notice to leave the club permanently or if the behaviour is of a more serious nature their place will be terminated with immediate effect.

The decision on whether to give notice is at the manager's discretion.

Jules et Lis reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of others in their care.

A report of all actions will be given to the parent/carer in writing.

While such action appears harsh it is necessary that we consider the welfare of all the children within our care and such behaviour can cause a very disruptive environment. Our staff sincerely try to avoid such situations and we will always deal with such matters in a helpful and caring fashion.