

## Parent/Carer Conduct Policy

### Beams of Light Ltd – Wraparound Care Provision

#### Purpose

At **Beams of Light Ltd**, we are committed to helping children grow into confident, kind, and resilient individuals. Our approach focuses on developing:

- Social and emotional intelligence
- Personal resilience and endurance
- Compassion, thankfulness, and a respect for others
- A deep appreciation for diversity and inclusion

We strive for a respectful, and supportive environment for all children, families, and staff. This policy outlines the standards of conduct expected from parents and carers when engaging with our wraparound care services and details the procedures we will follow if those standards are not met.

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#### Our Expectations of Parents and Carers

We ask all parents and carers accessing our provision to:

- Treat all members of staff, children, and other families with respect, kindness, and consideration.
- Communicate in a calm, polite, and constructive manner, both in person and through written or electronic communication.
- Address any concerns or complaints through our official procedures, allowing staff to respond appropriately and professionally.
- Support our wraparound care team in maintaining a safe and positive environment for the children in our care.

#### Unacceptable Behaviour

Beams of Light Ltd does not tolerate any form of inappropriate behaviour towards our staff or other members of our community. This includes, but is not limited to:

- Verbal abuse, such as shouting, swearing, or using offensive language.
- Non-verbal abuse, including aggressive body language, hostile gestures, eye-rolling, mocking, or intimidation.
- Disrespectful behaviour, such as interrupting staff, ignoring boundaries, or spreading false information about the provision or our team.
- Discriminatory comments or actions based on race, gender, religion, disability, or any other protected characteristic.
- Threatening behaviour or physical intimidation.

- Refusal to follow safety procedures, including safeguarding, collection protocols, or site rules.

These behaviours negatively impact the wellbeing of our staff and the safety of the environment we work hard to maintain.

## How Our Staff Should Be Treated

Our team at Beams of Light Ltd works diligently to provide a high-quality, nurturing service for all children. In return, we expect staff to be treated with:

- Courtesy and professionalism at all times.
- The ability to carry out their duties without harassment or undue stress.
- Respect for their role, responsibilities, and decisions made in the best interests of the children.

Any form of mistreatment toward staff is taken very seriously and may result in a parent/carer being restricted from accessing the premises.

## Procedure for Addressing Misconduct

We aim to resolve all matters professionally and fairly. However, in the event of a parent/carer behaving inappropriately, the following steps may be taken:

### 1. Verbal Warning

The parent/carer will be approached by a member of management, who will clearly explain why the behaviour was inappropriate and remind them of this policy.

### 2. Written Warning

If the behaviour continues or is deemed more serious, a formal written warning will be issued, outlining the concerns and the expectations moving forward.

### 3. Meeting with Management

A meeting may be requested with the parent/carer to discuss the issue in more detail and establish a resolution plan. Notes from this meeting will be kept securely on file.

### 4. Temporary or Permanent Ban

In cases of persistent or serious misconduct, Beams of Light Ltd reserves the right to:

- **Temporarily suspend** the parent/carer from entering the premises. Including the care of their child/ren.
- **Permanently ban** the parent/carer from the setting. Including their child/ren.

This decision will be communicated formally in writing, and we will outline any implications for the child's continued place in our care.

## Appeals Process

Should a parent/carer wish to appeal a ban or suspension, they may do so in writing within **7 calendar days** of receiving the written notice. All appeals will be reviewed by senior management, and a final decision will be made and communicated in writing.

## Safeguarding and Safety

Please note that any behaviour that poses a **safeguarding concern** will be escalated immediately in accordance with our **Safeguarding Policy**, and external agencies may be involved if necessary.

Beams of Light Ltd is proud to provide a warm, inclusive, and respectful wraparound care service. By working together in partnership with parents and carers, we can ensure the wellbeing, safety, and happiness of all the children in our care.

## Communication with the School – GDPR & Safeguarding Compliance

Beams of Light Ltd is an independent organisation and operates separately from the schools where we provide our wraparound care services.

However, in line with our safeguarding responsibilities and commitment to promoting the welfare of children, there may be instances where it is necessary to share relevant information with the school. This may include (but is not limited to):

- Significant behaviour concerns
- Safeguarding or welfare issues
- Incidents involving a parent/carers that may impact the school environment

**Any such information will be shared lawfully and proportionately, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We will only share information that is:**

- **Necessary** for the purposes of safeguarding or promoting the wellbeing of the child;
- **Relevant** to the concern or incident.
- **Limited** to what is required for appropriate action or awareness.
- **Shared securely** with authorised school personnel only.

We are committed to handling all personal data with the highest level of confidentiality and in line with our Data Protection and Safeguarding Policies.

If you have any questions regarding how your information may be used or shared, you may request to see our **Privacy Notice** or speak with our **Data Protection Lead**.

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**Signed:**

Anita Pillay

**Centre Manager**

**Beams of Light Ltd**

**Date: Updated – September 2025**