



ABUSE AND DISRESPECT POLICY

At Sunny Town Learn and Play Childcare Centres we are committed to providing a safe, respectful, and supportive environment for all children, staff, and families. To maintain this standard, we have established a zero-tolerance policy regarding abuse, raised voices and disrespect from parents or guardians towards our staff and other families.

POLICY STATEMENT

1. **Zero Tolerance for Abuse and Disrespect:**
 - ☞ Any form of verbal, physical, or emotional abuse or disrespectful behavior directed towards our staff, children, or other families will not be tolerated under any circumstances.
2. **Immediate Consequences:**
 - ☞ In the event that a parent or guardian exhibits abusive or disrespectful behavior, Sunny Town Learn and Play Childcare Centres reserve the right to take immediate action. This may include:
 - ☞ Issuing a warning to the parent or guardian.
 - ☞ Requesting a meeting to address and resolve the issue.
 - ☞ In severe or repeated cases, the immediate termination of the child's enrollment at our center.
3. **Procedure for Handling Incidents:**
 - ☞ All incidents of abuse or disrespect will be documented by staff members and reported to the center's director.
 - ☞ The director will review the incident and determine the appropriate action based on the severity of the behavior and any previous incidents.
 - ☞ Parents or guardians involved in an incident will be notified promptly and given an opportunity to discuss the matter.
4. **Appeal Process:**
 - ☞ If a child's enrollment is terminated due to a parent or guardian's behavior, the parent or guardian may appeal the decision in writing within five business days.
 - ☞ The appeal will be reviewed by a committee comprised of senior staff members and an independent advisor, if necessary. The decision of the committee will be final.
5. **Commitment to a Safe Environment:**
 - ☞ We are dedicated to ensuring that Sunny Town Learn and Play Childcare Centres remain a positive and nurturing environment.
 - ☞ We encourage open communication and expect all parents, guardians, and staff to treat one another with respect and courtesy.

CONCLUSION

We believe that fostering a culture of respect is essential for the well-being and development of our children. By adhering to this policy, we aim to create a community where everyone feels valued and supported.

Thank you for your cooperation and understanding in upholding these standards.

Sunny Town Learn and Play Childcare Centre Management and Staff