Staff Behaviour, Conflict Resolution & Disciplinary Policy

Manor Farm expects all members of staff to follow this policy, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct.

Manor Farm staff are in a position of trust and influence, as role models for the children in their care, and as such, must demonstrate behaviour that sets a positive and inspiring example to all users of the setting. They must always behave in line with our policies and procedural requirements.

Staff have a responsibility to maintain their reputation, and the reputation of Manor Farm, both during and outside of working hours.

Staff will be made aware that all data records, such as contracts and staff emergency cards will be stored and processed according to GDPR regulations. All staff will be asked to read a copy of our GDPR & Privacy Policy. Staff will be made aware of GDPR regulations when handling staff, children and parents' information, including day-to-day record keeping. Staff will be made aware of their rights to request access, removal and amendments to their information via our privacy policy.

Staff Ethos

- An open, attentive, empathetic and friendly approach to children, parents/carers and colleagues is strived for at all times.
- Staff are on a continuing learning journey and are encouraged to embrace all opportunities for CPD both external and internal.
- We are here to support one another, and parents should always feel they can approach staff when support is needed.

Confidentiality and social media

- Staff must not pass on any information about children attending Manor Farm, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' include other parents, friends, other children at the setting, the press, etc.).
- Posting any material relating to Manor Farm, its users, any of its employees, families or anyone who represents the organisation. or other staff on social media sites (unless

expressly permitted by Management) is forbidden. Any member of staff who breaches this rule will face disciplinary action.

Behaviour

Our staff team are ambassadors for Manor Farm and we always expect them to conduct themselves professionally. Staff should treat anyone attending the setting (children, parents/carers and visitors) courteously and with respect.

We are here to support one another, and staff should always feel they can approach managers and co-workers if emotional support is needed.

We expect staff to value all the children as individuals and to comply with the setting's Equalities & Inclusion Policy at all times.

Swearing, offensive and abusive behaviour are not tolerated from anyone at Manor Farm. If any member of staff exhibits such behaviour, they will be subject to disciplinary procedures.

Conflict Resolution

Staff are expected to approach disagreements or conflicts with colleagues in a calm, respectful and professional manner. Open communication and constructive conflict resolution should be encouraged, with support from management where necessary. Personal disagreements must never impact the quality of care, teamwork or the children's experience at Manor Farm.

Dress code

Whilst working at Manor Farm, staff will need to help to set up and pack away the setting, facilitate craft activities, small animal handling, and engage in physical activities with the children. Specific trained staff will handle larger animals including sheep, pigs and ponies.

The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Please see our Use of Mobile Phones, Devices and Cameras Policy.

Smoking, vaping, alcohol and drugs

Staff are not permitted to smoke or vape anywhere on the setting premises, including the car park.

Staff are not permitted to bring alcohol, or illegal drugs onto the premises. If a member of staff arrives at work under the influence of alcohol or drugs, they will be asked to leave immediately, and disciplinary action will be taken.

If a member of staff is taking prescription drugs, which might affect their ability to function effectively, they must inform the Manager immediately.

Please also see our Staff Medication Policy.

Disciplinary Procedure

For minor infringements of the Manor Farm guidelines, we have the following procedure:

- On the first occasion, a verbal warning will be given, clearly stating the nature of the infringement and further training and/or support will be offered if appropriate.
- This will be followed on a subsequent occasion by a written warning, clearly stating the nature of the infringement. Further training and/or support will be offered if appropriate. The written warning will be signed by the staff member and the manager and a copy will be kept on record.
- Should there be a further infringement, the manager, in discussion with the staff member, will decide whether Manor Farm is the right work setting for the staff member.
- In cases of persistent lateness, after both a verbal and written warning has been given, pay may be docked on a pro-rata basis.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

• Child abuse

• Contravening the laws of GDPR

• Failing to comply with health and safety requirements

• Physical violence

• Ignoring a direct instruction given by the manager

• Persistent bullying, sexual or racial harassment

• Being unfit for work through alcohol or illegal drug use

• Theft, fraud or falsification of documents

• Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. Where there is a legal requirement to do so the manager will inform Ofsted, the police and or GSCB of incidents of gross misconduct as soon as practicably possible and within 14 days.

This policy will be reviewed annually or sooner if required.

Policy Last Reviewed: 12th November 2026

Next Review Due: 12th November 2027