**Communications Protocol - Coventry Childcare Providers**

As a responsible employer, Coventry City Council takes, very seriously, its duty to maintain the health, safety and wellbeing of all its employees.

Whilst we welcome engagement, feedback and challenge in our communications with childcare providers, it is important to recognise that this must be conveyed in a polite and constructive manner. Early Years Officers and colleagues, speakers and trainers working with the local authority, will not tolerate episodes of rude or aggressive interactions, either verbally or in writing.

**The potential impacts of rude or aggressive interactions**

* At events, training or briefings, fellow delegates may be unable to hear or follow the content of the session.
* Fellow delegates and speakers may feel intimidated.
* Less confident delegates/colleagues may be deterred from contributing to the session.
* Some delegates and speakers less likely to return.
* Colleagues and other delegates may be embarrassed by unprofessional outbursts which potentially bring the profession into disrepute.
* Reflects poorly on the professionalism of Childcare practitioners in Coventry.

**Examples of behaviours which will not be tolerated.**

* Verbal interactions which are interpreted, by the receiver, as rude or aggressive.
* Talking to other delegates whilst a speaker is actively presenting.
* Using a mobile phone during the session
* A written correspondence which is interpreted by the recipient as rude or aggressively inappropriate.  For example: letter, email, or Facebook.

**Consequences**

Where this protocol is not respected a Local Authority, colleague has the right to immediately terminate interactions with the provider.  This may include ending a telephone call or asking the provider to leave the session/premises. Any incident which involves a physical or verbal assault on an employee of the Local Authority, either in person or in writing will be recorded on to the Council’s **Potentially Violent People (PVP) register.**The PVP is a central register of all people who have displayed violent/abusive behaviour towards a city council employee.  The aim of the register is to minimise risk and supports a reduction in incidents, through the provision of a consistent response across the whole organisation.  This can include being given restrictions about a person is required to contact the council and ultimately placing them on the register for a specific period of time with a ban from contacting the Council.

Where providers are unhappy with the conduct of an Early Years Officer or colleague, they should contact the service manager for an initial discussion.  If the outcome of this proves to be unsatisfactory, the provider may lodge a formal complaint by following the [**City Council’s Complaints procedure**](https://www.coventry.gov.uk/info/5/contact_the_council/545/comments_compliments_and_complaints).