



Little Learners
NURSERY GROUP

Conflict Resolution with Parents and Aggressive Behaviour Policy

Reviewed: July 2019

To be reviewed: July 2020

At Little Learner's Nursery Group, we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as an office (where appropriate)
- Ensure that a second member of staff be in attendance, where possible, whilst ensuring the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- If necessary, ask the parent to leave the Nursery premises
- Contact the police if the behaviour does not diffuse
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary
- Management will also signpost parents to further support if applicable.
- A written warning may be issued to the parent depending on the severity of the incident.
- If a parent continues to behaviour in an inappropriate manner despite regular support and formal warnings, in extreme cases they may be banned from the site for a period of time.
- In the case of parents emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.
- We have a zero tolerance to abusive calls, emails, social media contact and face to face confrontation.

Any aggressive behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff.

Management will provide support and reassurance to any staff member involved in such an incident.

Management will signpost parents to organisations/professionals that can offer support if applicable.