

ABC NURSERY POLICIES AND PROCEDURES**POLICY 63: Conflict Resolution with Parents and Aggressive Behaviour****63.1 Background**

ABC Nursery is a caring and supportive nursery which aims to create a safe, happy and secure learning environment. We are very fortunate to have very supportive, helpful and friendly parents who recognise that educating children is a process that involves partnership between home and nursery. Our parents understand the importance of a good working relationship to ensure our children achieve their best. For this reason, we welcome and encourage parents/carers to participate fully in the life of our nursery.

63.2 Purpose

The purpose of this policy is to provide a reminder to all parents and visitors to our nursery about expected conduct so that we can work together to ensure a safe and positive nursery environment for our children.

63.3 Overview**Parents, Carers and Visitors will:**

- Respect the caring ethos and values of our nursery.
- Work together with staff for the benefit of the children.
- Set a good example in their own speech & behaviour towards all members of the nursery community.
- Approach our nursery in a calm and respectful manner to resolve any issues of concern or to discuss and clarify specific events in order to bring about a positive solution;
- Support and reinforce the nursery's policy on Behaviour.
- Respect the learning environment appropriately (both in nursery and off site).
- Park with consideration and respect for others when delivering and collecting children from nursery
- Use Social Media responsibly.

63.4 The nursery will not tolerate Parents, Carers and Visitors:

- Acting aggressively, using inappropriate language, displaying temper or acting in a threatening manner towards, staff, children or parents on the nursery premises.
- Threatening harm or physical aggression towards child, member of staff or parent.
- Damaging or destroying nursery property.
- Smoking and consuming alcohol or other drugs on our school site or accessing the nursery site whilst intoxicated.
- Dogs being brought onto our nursery premises (other than guide dogs or other support dogs).
- Social media, phones and emails being used to fuel complaints or concerns against our nursery, children, staff or parents or being used for libellous or defamatory posts or cyber bullying.

63.5 At ABC Nursery we believe that we have a strong partnership with our parents* and an open-door policy to discuss any matters arising (if applicable).

63.6 If, as a parent, you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure. In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

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Signed on behalf of ABC Nursery	
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63.7 We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

63.7.1 Calls of an aggressive/abusive manner

The call taker receiving a call leading to abusive/aggressive will remain calm and professional and ask them to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.

63.7.2 Emails of an aggressive/abusive manner

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

63.7.3 Social Media

If slanderous or abusive messages appear on any social media sites, we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our Complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

63.8 In the event that any person inside the nursery starts to act in an aggressive manner at the nursery, our policy is to:

- Direct the person away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the aggressive behaviour continues or escalates, we will contact the police in order to ensure the safety of our staff team, children and families
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken
- Any aggressive behaviour from a parent could result in the withdrawal of a place for the children. 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.

63.9 This policy will be followed in the event of any other visitors/member of the public displaying this type of behaviour either by phone, email, social media or in person. If you ask any friends or relatives to bring or collect your child from nursery please ensure they are also aware of this policy.

* For the purpose of this publication the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians

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