

ABUSIVE PARENTS

At St Bernard's we believe that we have a strong partnership with our parents and an open door policy, we endeavor with this approach to encourage parents to discuss freely any concerns or issues they have with our operational procedures/staff or alternatively any personal matters.

In the unlikely event that a parent starts to act in an aggressive or abusive way towards other clients/staff or children within the nursery, our policy is clear and concise:

- Direct the parent away from the children and into a private area such as the office/staff room to diffuse the conflict.
- Ensure that a second member of staff is in attendance for safety and moral support, always taking in to account the safe supervision of the children.
- Act in a calm and professional way, to defuse any further conflict and to encourage the agitated parent to calm down. It is essential at this point to make it clear to the client, we do not tolerate aggressive or abusive language or behaviour within the setting.
- If the aggression and abuse remains inappropriate or escalates the Local police force will be informed and asked to attend.
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately, following all nursery policies and procedures.
- Incident forms will be completed detailing the time, reason and action taken and if necessary any follow up review.
- 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 and work closely with the parents to ensure further incidents do not occur. In extreme cases nursery agreements may need to be reviewed.

Date policy adopted	Signed by	Review Date