



Conflict Resolution with Parents who may be Challenging

Here at Loversall Farm Day Nursery we believe that we have strong parental partnerships and offer an open-door policy to discuss any matters arising (where applicable).

In the unlikely event that a parent begins to act in an aggressive and/or abusive way at the nursery or through none face-to-face contact, we will follow the procedures as identified below:

- All new parents registering their child/ren at Loversall Farm Day Nursery will be issued with the Parent Charter and asked to sign to say they have read and understood the content.
- We will direct the parent away from the children and into a private confidential area within the setting
- We will ensure that a second member of staff be in attendance, where possible, whilst ensuring the safe supervision of the children
- Staff will always act in a calm and professional manner, ask the parent to calm down and make it clear that we will not tolerate aggressive and/or abusive language or behaviour
- We will contact the police if the behaviour does not diffuse. Police can be contacted on 101 for a non-emergency incident or we will dial 999 in an emergency particularly where we believe the staff and/or children may be in danger
- If safe to do so staff and children will practice the Lock Down procedures
- Once the parent calms down, the member of staff will listen to their concerns and respond appropriately in a calm, professional manner
- An incident report will be completed following such an event, detailing the date, time, reasons and any action taken as a result. Ofsted may be informed as this could be identified as a significant event.
- With incidents of this nature, the staff may require additional support and reassurance following the experience. The management team will provide this and seek further support where necessary
- Management will also sign post parents to further support if applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidential, unless sharing this information will support the safeguarding of the child.

- Aggressive, threatening or abusive behavior may result in your child's contract being terminated with immediate effect

This policy was adopted on	12 February 2018
Signed on behalf of the nursery	
Date of next review	September 2026