



## **Abusive Parent Policy**

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

In the unlikely event that a parent behaves in an aggressive or abusive manner, either physically or verbally whilst in the nursery, we will adhere to the following:

- All new parents will be issued with Loversall Farm Day Nurseries Parent Charter
- We will direct the parent away from the children and into a private area such as the office.
- We will arrange that a second member of staff be in attendance whilst ensuring the safe supervision of the children
- We will always act in a calm and professional manner, ask the parent to calm down and make it clear that we do not tolerate aggressive, threatening or abusive language or behaviour
- If necessary, and to minimise any risk to children and staff, we will contact the police to deal with the situation
- If we believe there to be a risk to any child and/or member of staff we will follow our critical incident policy and procedure
- 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 all information relating to the situation
- 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
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidential, unless there is a safeguarding/child protection concern, then appropriate channels will be followed
- Aggressive, abusive or threatening behavior, whether physical or verbal, may result in your child's contract being terminated with immediate effect.

<b>This policy was adopted on</b>	12 February 2018
<b>Signed Nursery Owner</b>	
<b>Date of next review</b>	September 2026