

Conflict Resolution with Parents and Aggressive Behaviour Policy

At **The Wendy House Day Nursery**, we believe that we have a strong partnership with our parents and an open-door policy to discuss any matters arising.

If as a parent, you have any concerns or issues you wish to raise with the Nursery then please follow our 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.

We have zero tolerance on abusive calls, emails, social media contact and face-to-face confrontation and expect all parents/carers to respect our staff at all times. Our staff well-being and mental health is vitally important to us as a Company and should we deem your conduct to in any way negatively impact the staff we reserve the right to terminate your Nursery place or reject your application, without prejudice.

We also expect parents/carers to adhere to all the Policies and Procedures we have in place to ensure the safety of the staff and children and smooth running of the Nursery. Failure to do so can result in your Nursery place being terminated, without notice.

Calls of an aggressive/abusive manner

Any staff member that receives a call leading to abusive/aggressive behaviour **MUST** remain calm and professional and ask the parent/caller to follow our Complaints Procedure. If the abuse continues the staff member will end the call. Any abusive calls will be logged with an outline of the conversation and followed up by the Manager and/or Directors.

Emails of an aggressive/abusive manner

On receipt of an aggressive/abusive email, the parents will receive an initial response asking them to refrain from such communication and to follow our Complaints Procedures. If the emails persist the Nursery may seek legal action. All emails will be kept as evidence until the matter is resolved and should we deem the language and tone unnecessarily severe, the Nursery place will be terminated with immediate effect.

Social Media

If slanderous or abusive messages appear on any social media sites or other web-based sites/platforms, we will address these immediately with a request to follow our Complaints Procedure, where we will endeavour to resolve any issue raised. If slanderous/abusive messages continue we will seek legal action against the complainant. It is not acceptable for any Nursery documents and correspondence to be shared via any of the above means.

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/reception area (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 Manager/Directors, in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff;
- Senior Management will provide support and reassurance to any staff member involved in such an incident;
- Senior Management will signpost parents to organisations/professionals that can offer support if applicable.

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, alongside our Intruder Policy.