



Zero tolerance of violence, threatening behaviour or abuse

At Fennies Nurseries we strive to create strong partnerships with our parents and operate an open door policy to discuss any matters which may arise. To successfully provide our service a mutual respect between all staff, children and parents has to be in place. Therefore, our staff aim to be polite, helpful, and sensitive to individual needs and circumstances.

Fennies Nurseries take it very seriously if a member of staff is treated in an abusive or violent way as we believe that our staff have a right to carry out their duties without fear of being attacked or abused. We ask you to treat our staff courteously at all times.

Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in parents/carers being asked to leave the nursery and instantly losing their right to a childcare place, police may be called and an investigation made.

The types of behaviour that would be found unacceptable include:

- Using bad language or swearing at Fennies staff, children, other parents or visitors
- Any physical violence towards any Fennies staff, children, other parents or visitors, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting Fennies staff, children, other parents or visitors
- Racial abuse and sexual harassment will not be tolerated
- Persistent or unrealistic demands that cause stress to staff will not be accepted; requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the nursery's premises, Fennies staff, children, other parents or visitors
- Obtaining services fraudulently

Loss of nursery place

A good parent partnership is based on mutual respect and trust and is the cornerstone of good childcare. The loss of a nursery place is an exceptional and rare

event and is a last resort in an impaired parent-nursery relationship. When trust has irretrievably broken down, it is in the parent's interest, just as much as that of the nursery, that they should find a new nursery. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as the staff room or office lounge depending on the time of the day (where appropriate)
- Ensure that a second member of staff be in attendance, where possible whilst ensuring the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour does not diffuse
- 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 the time, reason and action taken
- 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 felt necessary

Any practitioners using any anti-social behaviour will be subject to disciplinary procedures and may be dismissed for gross misconduct, the police may be called, and charges may be brought against the instigators. For further information please see the staff handbook.

Internal use only

This policy was adopted on	Signed on behalf of the nursery	Date disseminated to staff	Date for review
<i>June 2019</i>			<i>April 2020</i>