



Conflict resolution with parents and aggressive behaviour policy

At Puss 'n' Boots Day Nursery we believe that we have a strong partnership with parents and are always happy to discuss any matters arising.

If a parent has concerns or issues please raise them with the nursery please follow our complaints procedures.

We have zero tolerance on any abusive calls, emails, face to face confrontation and social media contact.

Abusive Calls

If anyone taking the phone call receives an abusive caller we will ask the person to follow the complaints policy. If the abuse continues the person taking the call will end the phone call and log the conversation down.

Abusive Emails

The person receiving the emails will ask the parents to come into the nursery to speak in person. If the email persists then legal advice will be sought. All emails will be kept as evidence until the situation is resolved.

Social Media

If any abusive messages or slanderous messages appear on social media sites we will address them with a request to follow our complaints procedure. We will try to resolve any issue through our complaints procedure. If the messages continue then we will seek legal advice.

In the event a person acting in an aggressive manner inside the nursery, we will;

- Direct the person away from the children and into a private area
- Ensure there are two members of staff in attendance whilst still ensuring the safety of the children.
- Remain calm and professional to try to calm the situation. Make it clear we do not tolerate aggressive behaviour or abusive language or behaviour
- If the aggressive behaviour continues or escalates we will contact the police in order to ensure the safety of all at the nursery

- If a person calms and stops all aggressive behaviour, we will listen to concerns and try to resolve the situation
- Following an aggressive situation an incident form will be completed
- Any aggressive behaviour from a parent could result in the withdrawal of a place for child/children. Parents would be informed of this within 3 days of any incident that involved aggressive behaviour or language by the senior management
- Senior team will provide support and reassurance to any staff member involved