



## **Abusive Parents or Carers**

At Stepping Stones Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising.

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 office
- 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
- Inform the nursery manager or senior staff
- 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
- 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.

| <b>This policy was adopted on</b> | <b>Signed on behalf of the nursery</b> | <b>Date for review</b> |
|-----------------------------------|--|------------------------|
| <i>August 2017</i>                | <i>Adele Stone</i>                     | <i>August 2018</i>     |