

29. Abusive parents

At Little Acorns 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 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 or Staff Room (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
- 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.
- The same applies if aggressive behaviour is via telephone, email or social media
- The decision may be made that parent/s will no longer be permitted to enter Little Acorns premises. This may also mean that the child will lose their place at Little Acorns Day Nursery by the Nursery Directors / Nursery Management team

This policy was adopted on	Signed on behalf of the nursery	Date disseminated to staff	Date for review
04/02/2014	Michele Glide	4/2/2015	4/2/2016
4/2/2016	Michele Glide	4/2/2016	4/2/2017
4/2/2017	Michele Glide	4/2/2017	4/2/2018
4/2/2018	Michele Glide	4/2/2018	4/2/2019
4/2/2018	Sharon Duell	06/09/2018	06/09/2019
19/02/2021	Sharon Duell	19/02/2021	19/02/2022