



Safeguarding children

1.10.3 Parental behaviour policy and procedures

At School House Nurseries we have a strong partnership with our parents and an open door policy to discuss any matters arising.

If a parent has any concerns or issues they wish to raise with the nursery they should always follow the complaints procedure.

We have a zero tolerance on what we deem to be abusive telephone calls, emails, social media contact and face-to-face confrontation.

There is never any excuse that justifies what we deem to be aggressive or intimidatory behaviour. If a parent is unhappy with any aspect of our provision they must remain calm and use the nursery's complaints procedure to express their concern.

What we will do in the event of:

- **Abusive calls**
 - The call taker receiving an abusive call will ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.
- **Abusive emails**
 - The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.
- **Defamatory or abusive social media posts**
 - If slanderous or abusive messages appear on any social media sites (including Family) we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.
 - Parents may be excluded from our social media accounts with immediate effect.
- **Face to face confrontation**
 - The staff member who feels threatened will direct the person away from the children and / or call an end to the conversation.
 - Where possible, we will ensure that a second member of staff is in attendance, whilst continuing to ensure the safe supervision of the children
 - We will remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate anger, aggression or abusive language.
 - 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, and the situation allows for a conversation, a member of staff will listen to their concerns and try to resolve the issue.



Sanctions for aggressive, intimidatory or abusive behaviour.

We operate a zero tolerance policy on aggressive and intimidating behaviour by parents towards staff, other parents or anyone else in our nursery community. If we feel that a parent has failed to display courteous and appropriate behaviour the sanctions could include one or more of the following:

- A written note of the aggressive behaviour which will be kept in the 'parent communication' section of the child's black folder. This may be referred back to if further examples of intimidatory behaviour are reported.
- A telephone call or email to the parent outlining what we perceive as aggressive behaviour and asking that the behaviour is not repeated.
- A withdrawal of a place for the child.
 - Parents will be informed of this by the owners in writing.
 - One months' notice will be given. The normal payment terms outlined in our contract will apply during this time.
 - Payment for the month must be made in line with our contract – i.e. on the first of the month in advance. If this condition is not met the child will not be allowed to attend nursery during the notice period until the invoice has been settled in full.
 - This notice period is entirely dependent on the parent's future behaviour. If there are any further examples of behaviour we deem to be aggressive or intimidatory we reserve the right to terminate the provision of a nursery space with immediate effect. No refund will be given in these circumstances.

This policy was updated and reviewed in:

Reviewed date	Name	Signature
September 2015	Stuart Watt	
May 2016	Stuart Watt	
August 2016	Stuart Watt	
September 2016	Stuart Watt	
April 2017	Stuart Watt	
April 2018	Lindy Baldwin	
August 2018	Lindy Baldwin	
April 2019	Lindy Baldwin	
May 2019	Stuart Watt	
January 2020	Stuart Watt	
January 2021	Stuart Watt	
January 2022	Stuart Watt	
March 2023	Stuart Watt	