

# Young Parents Centre Nursery Conflict Resolution with Parents and Aggressive Behaviour Policy

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

If as a parent/ family member you have any concerns or issues you wish to raise with the nursery, please discuss these with nursery staff or the nursery manager. If, however you feel that your concerns have not been addressed then please follow the complaints procedure.

In the case of a parent /family member emailing, calling or using social media to complain, the nursery will direct them to the correct procedure for raising a complaint should this not be resolved following a meeting with the nursery manager.

## **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 parent/carer to come into the setting (if not already in) to speak in person, as per our complaints policy. All emails will be kept as evidence until the matter is resolved.

## **Social Media**

If slanderous or abusive messages appear on any social media sites 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.

In the event that any person inside the nursery starts to act in an aggressive manner at the nursery, our policy is to:

- Direct the person away from the babies and young children and into a private area and call upon teaching staff/nursery manager.
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken
- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents/ family members to organisations/professionals that can offer support if applicable

**Date of policy** – April 2020

**Date of Review** – April 2022

**Signed**

**Nursery Manager**.....**Chair of MC**.....