



Poppins Day Nursery

Conflict Resolution with Parents and Aggressive Behaviour Policy

Our Policy

At Poppins we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising. We believe communication should be mutually respectful and kind, we have this policy in place to protect our team from any form of disrespectful behaviour or abuse displayed either verbally or physically by our parents, prospective parents and visitors to Poppins. If, as a parent, you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure. In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint. We have a zero tolerance on abusive calls, emails, social media contact and face-to-face confrontation

Calls of an aggressive or abusive nature

The call taker receiving a call leading to abuse or aggression will remain calm and professional and ask the caller to follow the Complaints policy. If the abuse continues the call taker will end the call. Abusive and aggressive calls will be logged with an outline of the conversation and will be reviewed by the Manager and any necessary action will be taken.

Emails of an aggressive or abusive nature

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.

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. If slanderous or abusive messages continue we will seek legal action against the complainant.



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 children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain composed 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 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 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 to organisations or professionals that can offer support, if applicable.

Any aggressive or disrespectful behaviour from a parent could result in the withdrawal or termination of a place for their child/children with immediate effect, this will be done in writing.

This policy will be followed in the event of any parent, visitor or member of the public displaying this type of behaviour either by phone, email, social media or in person.