

Conflict Resolution with Parents who may be Challenging Policy

1.1 At Muddy Boots Nursery School LTD we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

1.2 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 foyer
- 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 escalates
- 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 where applicable.