



Conflict Resolution with Parents and Aggressive Behaviour Policy

At Little Explorers Day Nursery and Preschool, we value our strong relationships with parents and carers and operate an open-door policy to encourage regular, respectful communication. We are committed to resolving concerns in a calm, professional, and constructive manner.

If a parent or carer has a concern, we ask that they follow our Complaints and Compliments Policy to ensure the matter is addressed appropriately.

Unacceptable Behaviour We have a zero-tolerance approach to aggressive, threatening, or abusive behaviour toward our staff, whether in person, over the phone, via email, or on social media. This includes but is not limited to:

- Shouting or swearing
- Threatening language or behaviour
- Discriminatory remarks
- Inappropriate use of social media

Aggressive Phone Calls

- Staff will remain calm and professional at all times.
- The caller will be politely advised to follow the formal complaints procedure.
- If aggression continues, the call will be ended.
- The incident will be logged with a summary of the conversation and behaviour.

Abusive or Aggressive Emails

- Staff will respond professionally and may invite the parent to attend a face-to-face meeting to discuss concerns.
- Persistent, abusive or threatening communication may result in the nursery seeking legal advice and/or taking further action.
- Emails will be retained as part of the complaints or safeguarding record.

Inappropriate Use of Social Media

- If a parent posts abusive or slanderous content online, they will be contacted and reminded of our complaints procedure.
- We will request that posts be removed and offer to resolve the issue formally.

- Continued inappropriate behaviour may result in legal action.

Aggressive Behaviour Onsite If a parent or visitor behaves aggressively while on the premises:

- They will be calmly directed away from the children and into a private space (where possible).
- A second staff member will be present to support and ensure safety.
- Staff will explain that such behaviour is not acceptable.
- If behaviour escalates or does not de-escalate, the police will be contacted.
- If appropriate, once the person is calm, their concerns will be heard and addressed.
- An incident form will be completed and logged. All incidents will be recorded accurately, stored securely and reviewed for patterns or repeated concerns.
- The management team may issue a formal written warning or consider withdrawal of a child's place following a risk assessment.
- Parents will receive written confirmation of actions taken within 3 working days of the incident.
- Support will be offered to staff affected by any aggressive confrontation.

Where a parent or visitor's behaviour presents a risk to the safety or wellbeing of children, staff or others, this will be treated as a safeguarding concern and reported to the Designated Safeguarding Lead (DSL). Appropriate action will be taken in line with our Safeguarding and Child Protection Policy.

The nursery reserves the right to refuse entry to the premises to any individual whose behaviour is deemed unsafe, threatening or disruptive. In serious cases, individuals may be banned from the premises.

Staff are not expected to tolerate abusive or threatening behaviour and have the right to end conversations or remove themselves from situations where they feel unsafe.

All incidents of aggressive or abusive behaviour will be reported to the Nursery Manager and reviewed by senior leadership to determine appropriate next steps.

Ongoing Support and Referrals Where appropriate, management will signpost families to external agencies or professionals for support (e.g., family support services, mental health services).

We are committed to working in partnership with parents; however, this must be based on mutual respect, trust and appropriate conduct at all times.

Application to Visitors and Public This policy also applies to all visitors, contractors, professionals, or members of the public who engage with the nursery by phone, email, social media, or in person.

This policy is reviewed annually or in response to any incident or change in legislation or guidance.

This policy was adopted on	Reviewed
<i>24/01/2022</i>	<i>4th May 2026</i>