

Zero Tolerance Policy

At our nurseries we have this policy in place to ensure the staff team's well-being at all times. This states that the staff team have a right to work at the nursery without fear of being attacked either verbally or physically. Our aim is to create an atmosphere where there is a mutual respect between all the staff and parents/carers. All our staff aim to be polite, helpful, and sensitive to all family's individual needs and circumstances. We would respectfully remind parents/carers that our staff team are our greatest asset within the nursery and we want to ensure they feel happy and comfortable to come to work. The staff understand that there will be times when parents/carers may want to discuss a concern they may have or make a complaint, if this is the case the team will endeavour to deal with any situation like this in a calm and understanding manner and we would ask that parents/carers would treat the staff in the same way.

Any type of be inappropriate behaviour be it verbal or physical, will not be tolerated and may result in you being asked to leave the nursery and your child's place within the nursery may be cancelled in extreme cases, the Police may be contacted.

In order for the nursery to maintain good relations with the families on roll we would like to ask all parents/carer to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at nursery staff
- Any physical violence towards any member of the staff team or other parents at the nursery, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff, making derogatory comments towards the staff or shouting at the staff team
- Using social media to make malicious or defamatory comments about the nursery or a member of the staff team – the nursery has the right to take legal action for anything that brings the nursery into disrepute.
- Racial abuse of any kind
- Sexual harassment will not be tolerated within the nursery
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the nursery premises, staff or other parents

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 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 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
- Any aggressive behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team , in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff
- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents to organisations/professionals that can offer support if applicable