

Beechwood Childcare Limited

Conflict Resolution with Parents and Aggressive Behaviour Policy

At Beechwood Childcare Limited, we are very fortunate to have parents who are supportive and friendly. We recognise that the success of the company is dependent on a strong partnership between all members of our community: children, parents, staff and directors. This partnership must be based on a polite, positive and respectful relationship. For this reason, we continue to welcome and encourage parental participation wherever possible. Any reference in this policy to a "Parent," includes any parent, guardian, carer or other individual with "parental responsibility" (as defined in the Children Act 1989) for a child attending Beechwood Childcare Limited.

At Beechwood Childcare Limited, we ask that all members of our community follow these principles:

- We all respect the caring ethos of Beechwood Childcare Limited.
- Both Parents and staff need to work together for the benefit of the children.
- All members of the community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

Threatening, violent or abusive behaviour, against any members of our community is unacceptable and will not be tolerated. All members of our community have a right to expect Beechwood Childcare Limited to be a safe place in which to work and learn. Where the behaviour of Parents or visitors falls below expected standards, the setting will take appropriate action.

Beechwood Childcare Limited has a zero tolerance on abusive calls, emails, social media content and face to face confrontations, and doing so may result in your child's place being withdrawn with immediate effect.

Parental conduct

Parents are asked to communicate with each other, with children, and all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

Behavioural Incidents

In order to support a peaceful and safe environment, Beechwood Childcare Limited cannot accept Parents or visitors exhibiting the following:

- Conduct which undermines the safe and calm environment in the setting, either in the rooms, entrance area, in the garden, immediately outside the setting, or anywhere Beechwood Childcare Limited is being represented (sports and open days/day trips etc.)
- Using loud or offensive language, such as swearing
- Displaying an unacceptable amount of anger and aggression.
- Threatening physical violence to a Beechwood Childcare Limited member of staff.
- Damaging Beechwood Childcare Limited or personal property.
- Abusive telephone calls, emails, letters or other forms of written communication.

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- Defamatory comments about Beechwood Childcare Limited or other Parents on social media sites.
- Sexual abuse
- Racial abuse
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- Approaching someone else's child in order to chastise them.
- Entering the pre-school premises without authorisation

Any example of such behaviour shall, for the purposes of this policy, constitute a "Behavioural Incident". If any such incidents are reported by a Parent to the setting, but haven't been witnessed by a member of staff, evidence will be required to substantiate these claims.

Aggressive Behaviour in the Setting

In the event that any person inside Beechwood Childcare Limited starts to act in an aggressive manner whilst at the setting, 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
- Contact the Officer-in-Charge or Deputy Officer-in-Charge to help with the situation
- 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, attempt to encourage the parent to leave the premises and close and lock the door behind them. Contact the police in order to ensure the safety of the staff team, children and families. Follow advice given by police.
- If the aggressive persons refuses to leave the nursery grounds, begin lockdown procedure to ensure no visitors or other parents attend whilst they are on site, and that children and staff on site are kept safe.
- 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 a threatening or aggressive confrontation an incident form will be completed detailing the time, reason and any action taken.
- For any incident that involved aggressive or threatening behaviour towards staff or other people on site, the guilty body will be informed that there will be an outcome on whether their child can continue to attend the setting sent to them in writing within 3 days of any incident.
- 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.

Inappropriate Use of Social Media Sites

Social media websites are being used increasingly to fuel campaigns and complaints against both individuals and companies.

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Beechwood Childcare Limited consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the company.

Any concerns you may have must be made through the appropriate channels by following the Complaints Procedure.

In the event that any Parent is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. Beechwood Childcare Limited will also expect that any Parent removes such comments immediately.

In serious cases Beechwood Childcare Limited will also consider their legal options to deal with any such misuse of social networking and other sites. Additionally, is the issue of cyber bullying and the use by a Parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying. Beechwood Childcare Limited will assess whether to exclude the child of said parents from the setting, with immediate effect. The outcome will be sent in writing within 3 days of the incident.

Procedures

Any Behavioural Incident will be reported to the Officer-in-Charge (or Deputy in absence of Officer-in-Charge) and Senior Management, and the appropriate procedures will be followed. This may include verbal warnings, written warnings and/ exclusion from the setting, or the withdrawal of the child's place.

At any stage, Beechwood Childcare Limited may report serious incidents of abusive and threatening behaviour to the Police. The company has a responsibility to ensure that any act of actual or threatened violence is referred to the Police immediately.