

Conflict Resolution with Parents and Aggressive Behaviour Policy

At The Orchard Day Nursery Kingston, we are committed to developing positive, respectful and professional relationships with all parents, carers, visitors and professionals. We recognise that strong partnerships with families are fundamental to children's wellbeing, learning and development and are central to the Early Years Foundation Stage (EYFS).

We actively encourage open, honest and respectful communication and operate an open-door approach wherever appropriate, enabling concerns to be discussed and resolved at the earliest opportunity.

Whilst we understand that parents may occasionally feel worried, frustrated or upset, we have a duty of care to protect the health, safety and wellbeing of our staff, children and visitors. Abuse, intimidation, threatening behaviour or violence towards staff will never be accepted.

This policy should be read alongside our Compliments, Concerns and Complaints Policy, Safeguarding and Child Protection Policy, Staff Code of Conduct, Whistleblowing Policy and Health and Safety Policy.

Our Commitment

We will always aim to:

- listen to concerns fairly and without judgement
- respond professionally and respectfully
- investigate concerns promptly
- work collaboratively with families to resolve issues
- maintain confidentiality where appropriate
- protect staff from abuse, harassment or intimidation
- ensure children's safety remains our priority throughout any incident.

Parents are encouraged to raise concerns through our Compliments, Concerns and Complaints Policy rather than through confrontational behaviour or social media.

Unacceptable Behaviour

The nursery considers the following behaviour to be unacceptable:

- shouting or raised voices
- threatening language or gestures
- intimidation
- abusive or offensive language
- discriminatory language
- harassment
- aggressive body language
- physical aggression or violence
- repeated unwanted contact
- malicious allegations

- recording staff without permission
- publishing defamatory or misleading comments online
- behaviour that causes staff or children to feel frightened, intimidated or unsafe.

This list is not exhaustive.

Telephone Calls

If a telephone conversation becomes aggressive or abusive, the member of staff will remain calm, professional and respectful.

The caller will be reminded that the nursery wishes to help resolve their concerns and will be directed to the Compliments, Concerns and Complaints Policy where appropriate.

If abusive behaviour continues after a warning, staff will politely end the call.

A written record of the incident will be made, including:

- date and time
- individuals involved
- summary of the conversation
- action taken
- whether further action is required.

Where repeated abusive calls are received, communication may be restricted to written correspondence or pre-arranged meetings with the management team.

Emails and Written Communication

We welcome constructive written communication from parents and will always aim to respond promptly and professionally.

However, emails or written correspondence containing abusive, threatening, offensive or discriminatory language will not be tolerated.

Where appropriate, management may:

- invite the parent to attend a face-to-face meeting
- request future communication remains respectful
- limit communication to one designated member of management
- seek legal advice where harassment becomes persistent.

All correspondence will be retained securely in accordance with the nursery's Data Protection Policy.

Social Media

We encourage parents to raise concerns directly with the nursery so that they can be investigated and resolved appropriately.

Publishing inaccurate, abusive or defamatory comments about the nursery, children, families or staff on social media does not support positive partnership working and may place individuals at risk.

Where inappropriate social media activity is identified, the nursery may:

- request that the content is removed
- invite the individual to discuss their concerns through the complaints procedure
- report content to the relevant social media platform
- seek legal advice where appropriate.

To protect confidentiality, the nursery will not engage in discussions regarding individual complaints through social media.

Aggressive Behaviour on Nursery Premises

If an individual becomes aggressive whilst on nursery premises, staff will prioritise the safety of children above all else.

Where it is safe to do so, a senior member of staff will invite the individual to move away from children and families to a private area.

Where possible:

- another member of staff will be present
- children will be moved away from the situation if appropriate
- staff will remain calm, respectful and professional
- efforts will be made to de-escalate the situation through calm communication.

If the behaviour continues or any person feels unsafe, staff will immediately contact the police.

Where necessary, the nursery's Lockdown Procedure will be implemented to safeguard children and staff.

Physical aggression, threats of violence or behaviour that places others at risk will always be treated seriously.

Safeguarding Considerations

Where an incident involves behaviour that may indicate a safeguarding concern, domestic abuse, parental mental health difficulties, substance misuse or other factors affecting a child's welfare, the Designated Safeguarding Lead (DSL) will consider whether safeguarding procedures should be followed.

The welfare of the child will remain paramount throughout.

Recording Incidents

Any incident involving abusive, threatening or aggressive behaviour will be fully documented.

The record will include:

- date and time
- individuals involved
- witnesses
- factual account of events
- actions taken

- any injuries or damage
- follow-up actions
- whether external agencies were involved.

Where appropriate, parents will receive written confirmation of the actions taken.

Restricting Access

Where behaviour presents an ongoing risk to staff, children or families, the nursery reserves the right to introduce proportionate measures, including:

- requiring appointments for meetings
- restricting communication to named members of management
- requiring another responsible adult to undertake collections
- requesting that meetings are attended with another professional present
- withdrawing permission for the individual to enter certain areas of the nursery.

In exceptional circumstances, where relationships have irretrievably broken down or staff or children's safety is compromised, the nursery reserves the right to terminate a child's place in accordance with the terms and conditions of the nursery contract.

Any decision will be made fairly, proportionately and with consideration of the child's welfare.

Supporting Staff

The nursery recognises that aggressive incidents can have a significant impact on staff wellbeing.

Following any incident, management will:

- check on the immediate welfare of staff involved
- provide time to debrief
- offer appropriate emotional support
- review any risk assessments
- consider whether additional safeguarding or security measures are required
- report incidents under RIDDOR or to other agencies where applicable.

Incidents will also be reviewed to identify learning and opportunities to improve practice.

Monitoring and Review

The management team will monitor incidents involving unacceptable behaviour to identify patterns, emerging risks or additional support required for staff or families.

This policy will be reviewed annually or sooner following changes to legislation, safeguarding guidance or any significant incident.

At The Orchard Day Nursery Kingston, we are committed to maintaining a culture of kindness, professionalism and mutual respect, where children, families and staff feel safe, valued and supported. Working together respectfully enables us to provide the highest quality care and education for every child.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>06/08/2026</i>	F.Joyce	<i>December 2026</i>