



## **Little Swans Day Nursery**

### **Parental behaviour Policy**

**August 2021**

#### **Rationale**

We believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm, or distress to users of the premises is contrary to the aims of the nursery.

#### **Aims**

That all members of the nursery community treat each other with respect.

#### **Expectations**

- That adults always set a good example to children, showing them how to get along with all members of the nursery and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the nursery premises.

#### **Procedure**

- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, parents and carers and other users of the nursery premises will not be tolerated
- Nursery premises are private property and parents/carers have been given permission from the nursery to be on the premises. However, in case of abuse or threats to staff or other parents' nursery has the right to ban individuals from entering the nursery
- It is also the nursery's right should a person cause a disturbance or nuisance on nursery premises to call the police to help in assisting to remove the person concerned

#### **Stage one:**

- In the event of a parent/carer being intimidating or aggressive in their communications with a staff member or other user of the nursery premises, either verbally or physically they will be asked to leave the premises
- It will then be at management discretion depending on the circumstances to either

1. Hold a meeting with the person responsible to discuss the incident and the concerns of the nursery and agree expected behaviours when on the premises going forward
  2. To ban the person from being on the premises permanently and request alternative arrangements for their child to be brought/collected from nursery
  3. To withdraw their child's place from the nursery with immediate effect. This will be confirmed in writing within 5 working days of the place being withdrawn
- When deciding which action is appropriate to take all circumstances and previous communications with the parents/carers will be considered and any previous incidents where abusive behaviour has occurred whilst the person has been on the premises
  - All incidents or communications with parents/carers inline with this policy will be recorded and kept on file

### **Guidelines**

Types of behaviour that are considered serious and unacceptable and will not be tolerated at the nursery

**This is not an exhaustive list but seeks to provide illustrations of such behaviour:**

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the nursery into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g., standing very close
- Preventing doors from being closed behind when asked to leave
- Unwilling to leave premises after been asked to
- Aggressive behaviour which also prevents staff from protecting children
- Hostile behaviour
- The use of aggressive/rude hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g., slapping, punching, or kicking
- Spitting
- Racist or sexist comments

### **Inappropriate use of Social Networking Sites**

Social media and review websites are being used increasingly to review nursery settings and sometimes the information shared on these sites is not a true reflection of the practice/care children do receive whilst at the nursery or shared maliciously by others to cause direct harm to the nursery

The nursery considers the use of these websites being used in this way as unacceptable and not in the best interests of the children or the whole nursery community.

Any concerns you may have must be made through the appropriate channels by speaking either firstly speaking with your child's key person or the room supervisor and if you still have these concerns or feel they have not been addressed raising this with the nursery management team. This will ensure all concerns can be dealt with fairly, appropriately, and effectively for all concerned.

If a parent/carer of a child/children is found to be posting offensive, threatening libellous or defamatory comments on Face book or other social network / review 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.

The nursery will also expect that any parent/carer removes such comments immediately.

In serious cases we will also consider its legal options to deal with any such misuse of social networking and other sites.

Unacceptable behaviour may result in the Police being informed

The nursery reserves the right to take any necessary actions to ensure that members of the nursery are not subjected to abuse.

#### Responsibilities

It is the responsibility of the nursery management team to monitor and review this policy.

To be reviewed – August 2022