**ABUSIVE PARENT/CARER POLICY**

In the unlikely event that an adult acts in an aggressive or abusive way at the nursery or on the telephone, our policy is to:

* Direct the adult away from the children and into a private area such as the office.
* Aim to have a second member of staff in attendance where possible, whilst ensuring the safe supervision of the children.
* Act in a calm and professional manner, ask the adult to calm down, making it clear that we do not tolerate aggressive or abusive language or behaviour.
* Contact the police if the behaviour does not diffuse.
* If the adult calms down, the member of staff will then listen to their concerns and respond appropriately.
* The incident will be recorded, detailing the time, reason and action taken
* With incidents like this staff may require support and reassurance following the experience. Management will provide this and seek further support where necessary.
* Where the abusive behaviour has been directed to another adult in the setting, for example a parent, management will offer them the opportunity to talk about what happened and carefully consider all parties involved when making any decisions.
* Management will also signpost parents to further support if possible.
* Abusive adults, including parents/carers are not welcome on the nursery premises. Where a parent or carer has been abusive then arrangements must be made for someone else to collect and arrive with the child.
* Repeated abusive behaviour, or one serious incident, will result in immediate termination of contract.
* Physically abusive situations, or those which become very heated will always be reported to the police.

Policy revised October 2019 Megan Hyde