



BEHAVIOUR POLICY – parent/carers

As a nursery supporting families from a diverse set of circumstances and ethnicities, we pride ourselves on our levels of inclusivity, patience and the respect that we demonstrate to ALL families, where no individual or family is treated less favourably than another. Our practice is transparent.

We adopt a partnership approach in working with parent/carers and work hard to involve parent/carers in supporting the learning and development of their children, alongside us. We have an exchange of information approach, whereby parent/carers should be kept aware of how their child's day has been, and vice versa, by exchanging information at entrance and exit. As such, there is an expectation that we, in return, should be treated with an equal level of respect.

Therefore, the nursery has developed this policy in the highly unlikely case that a parent/carer should demonstrate unwarranted or aggressive behaviours.

- Any incidence of raised angry voices will result in the nursery manager asking the individual to calm down and asking them if they had an issue that they would like to discuss privately. However, the centre manager should reinforce the fact that if the person remained loud and agitated they would be advised that they had to leave and should not return to discuss their complaint until such time as they had calmed down.
- The nursery manager, or any other staff member, should allow themselves to be left alone when speaking to any parent/carer who is demonstrating aggressive and loud behaviours.

- If the individual continues to be highly aggressive and confrontational then they will be warned that if the behaviour does not stop, the nursery will be forced into contacting the police, to have the person removed from the premises.
- Parent/carers should remember that our staff are responsible for looking after their children and ensuring their well-being. In demonstrating poor behaviours towards staff in front of their children, this sends negative messages to the child about the value of that/those staff members, which could result in their child reflecting similar attitudes (learned behaviour theory).
- All staff deserve to be treated with respect and therefore any parent/carer who acts or speaks to a member of staff in a demeaning or patronising manner, demonstrating that they do not value the contribution to their child's well-being, will be asked to stop and if the behaviour continues then the staff member is entitled to lodge a formal complaint against that individual.
- No drugs, alcohol or cigarettes are to be consumed on the premises
- Parent/carers who are clearly under the influence of alcohol or illegal substances will be challenged as to whether they are responsible to care for their child at collection, and if deemed not by staff, the Smoking, Drugs and Alcohol policy will be activated.
- Parent/carers who demonstrate aggressive behaviours or speak to their children regularly in a demeaning manner, will be challenged by the manager and reminded that we have a duty of care to report any suspicions of abuse, and that another parent/carer may also find this type of behaviour difficult to witness and may report to Children's Services themselves.

Date written:

Next review: