



Cornerstone Nurseries Policy on Unacceptable Client (Parent) Behaviour

Our staff are asked to treat all clients at the nursery with the utmost respect. In turn we also expect to be treated with respect by our clients.

It is very rare that employees feel intimidated by a client's behaviour but this policy is in place to ensure that if it does occur, employees know how to act and clients know in advance that it will not be tolerated.

Aggressive or violent behaviour towards staff or any persons on the premises will not be tolerated under any circumstances. If such a case was to arise you may be asked to leave the premises immediately and in extreme circumstances the police will be called.

Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Head of People & Operations Director advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal of your child/children's nursery space. If the violation is considered to be wholly unacceptable then your place may be terminated without warning. Their decision is final and there will be no appeal process.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff, parents and children and why any non-observance will not be accepted.

Unacceptable behaviour is not defined but some examples are given below:

- Offensive or abusive language, verbal abuse and swearing
- Any physical violence towards any member of the team or other people, such as pushing or shoving
- Racial abuse
- Sexual harassment
- Shouting aggressively
- Persistent or unrealistic demands that cause stress to staff
- Unwanted or abusive remarks
- Negative, malicious or stereotypical comments
- Intimidation, including Invasion of personal space
- Brandishing of objects or weapons
- Near misses ie. Unsuccessful physical assaults
- Bullying or victimisation
- Stalking
- Unreasonable behaviour and non-cooperation such as repeated disregard for Nursery policies
- Any of the above which is linked to destruction of or damage to property

Telephone Calls

We will not tolerate abusive behaviour and our members of staff have the right to protect themselves from personal abuse, threats or intimidation. Members of staff will always do their best to assist, but if a caller behaves in a rude, offensive, abusive or intimidating manner our members of staff will warn any caller that their behaviour or language is unacceptable in the hope that it will allow any caller to moderate their behaviour or agree to be called back at a time when they may be calmer. However, if the caller continues to be offensive or abusive, the call will be terminated immediately.

Emails, Letters & Complaints Correspondence

Similarly to unacceptable behaviour in relation to telephone calls, none of our staff have to tolerate offensive or abusive remarks communicated to them whether by email, letter or any means of correspondence with the organisation.

The author or writer of any offensive or abusive correspondence will be warned that their communication is considered offensive or abusive and that it will not be further tolerated in the future.

Social Media/Internet

We will not tolerate negative social media posts regarding our business and encourage clients to follow our correct complaints procedures rather than voice any issues on social media which can be detrimental to our business or employees.

If negative posts are seen by the nursery you will be asked to remove these immediately. If clients refuse to remove posts which we feel are detrimental, you will be sent a formal cease and desist letter before we commence legal action against you. See also: Policy on social networking sites.

Employee responsibilities

Employees have the responsibility to ensure their own safety and that of their colleagues at work.

It is essential, therefore, that all employees are familiar with practice policies and procedures, equipment and precautions adopted to combat the risk of physical and verbal abuse.

Familiarise themselves with Nursery Policies and Procedures, guidelines and instructions. Use any equipment or devices provided for 'at risk' situations i.e. alarms.

Participate in relevant training made available by the nursery.

Report all incidents of physical and verbal abuse (threatened or actual).

Record details of incidents in compliance with nursery procedures.

Contribute towards reviews by nominated managers concerning any incidents in which they have been involved.

Suggest precautionary measures involving changes in the layout of the work environment that can reduce risk.

Make use of any available staff support and counselling through the nursery.

Advise the Operations Director of any perceived risks involved in work activities.

Nursery Responsibilities

Carry out risk assessments to assess and review the duties of employees, identifying any 'at risk' situations and taking appropriate steps to reduce or remove the risk to employees.

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working alone.

Assess and review the layout of premises to reduce the risk to employees.

Assess and review the provision of personal safety equipment i.e. alarms.

Develop Nursery Policies, procedures and guidelines for dealing with physical and verbal abuse.

Provide support and counselling for victims, or refer to suitably qualified health professionals.

Make employees aware of risks and ensure employee involvement in suitable training courses.

Record any incidents and take any remedial action to ensure similar incidents are prevented.

What to do if violence and aggression is encountered:

- In the first instance a member of the staff should ask the perpetrator to stop behaving in an unacceptable way. Sometimes a calm and quiet approach will be all that is required.
- Staff should not in any circumstances respond in a like for like manner.
- Should the person not stop their behaviour the most senior member of staff should be asked to attend and the member of staff should explain calmly what has taken place, preferably within hearing of the perpetrator.
- If the person is acting in an unlawful manner, causes damage or actually strikes another, then the police should be called immediately.
- Should it prove necessary to remove the person from the setting then the police should be called and staff should not, except in the most extreme occasions, attempt to manhandle the person from the premises.
- If such a course of action proves necessary then those members of staff involved must complete a written note of the incident, detailing in chronological order what has taken place and the exact words used prior to leaving the building at the end of their working day.
- It is the policy to press for charges against any person who damages or steals nursery property or assaults any member of staff or any other persons.

Procedure following an incident

Review the incident with the management team/operations director immediately in order to determine severity.

Determine if the perpetrator's child/children's nursery space should be terminated.

Decide if a written warning should be given.

Decide whether to take further action if the matter has been sufficiently dealt with by the advice already given.

Reviewed 25/03/24 CJS review Annually