



Spinney Pre-School Dealing with Aggressive Parents Policy

Statement of intent

Spinney Pre School encourages close links with Parents/Carers and the Community. We believe that children benefit when the relationship between home and Pre School is a positive one.

The vast majority of Parents/Carers and others visiting Pre School are keen to work with us and are supportive of the setting. However, a tiny minority of Parents/Carers may have a negative attitude towards Pre School and sometimes, this can result in aggression, verbal and/or physical abuse towards Pre School Staff.

Spinney Pre School expects its Staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right, in extreme cases, to use reasonable and appropriate self-defence. Pre School expects Parents/Carers and other visitors to behave in a reasonable way towards staff. This Policy outlines the steps that will be taken where Parents/Carers behaviour is unacceptable.

Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour:-

- Shouting at Pre School staff, either in person or over the telephone.
- Physically intimidating a member of staff. E.g. standing very close to him/her.
- The use of aggressive hand gestures. E.g. two fingers raised.
- Threatening Pre School staff.
- Shaking or holding a fist towards another person.
- Writing abusive comments, (e.g. on social media) about a member of staff. E.g. He/she is an idiot etc.
- Swearing at a member of Pre School staff.
- Pushing.
- Hitting. E.g. slapping, punching or kicking.
- Spitting.
- Racist or sexist comments.
- Breaking the Pre Schools security procedure.

Unacceptable behaviour will result in the Committee Chairperson and the Police being informed of the incident.

Procedure

When a Parent/Carer or member of the public behaves in an unacceptable way towards a member of the Pre School, the Supervisor will seek to resolve the situation through discussion and mediation. If necessary, the Pre School's complaint procedure should be followed. Where all procedures have been exhausted and aggression or intimidation continue, or when there is an extreme act of violence, a Parent/Carer may be banned by the Chairperson of the Pre School Committee from the Pre School premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The Parent/Carer will be warned, in writing, that he/she is banned from the premises, subject to review and what will happen if the ban is breached. E.g. that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
3. Where appropriate, arrangements for the child/children being delivered to and collected from the Pre School gate will be clarified.

Conclusion

Children learn best when there is a positive partnership between home and Pre School. Whilst every effort will be made to work with Parents/Carers, this will only be possible where Parents/Carers behave in an acceptable way.

Unfortunately, where a Parent/Carers behaviour is either unacceptable or serious and it will not be possible to continue working with him/her, as a final resort, legal action may be taken.

Spinney Pre School will take action where behaviour is unacceptable or serious.

This Policy was adopted at a meeting of the Pre-School held on (date)_____

Signed on behalf of the Pre-School_____