

Parental Behaviour Policy

Introduction

Bell House Nursery encourages close links with parents/carers and the community. We believe that children benefit when the relationship between home and Nursery is a positive one.

As role models, and for the safety and well being of our children and staff, parents/carers, and other visitors are expected to behave appropriately when on the Nursery premises.

Parents/carers and other visitors are expected to show respect and concern for others and support the respectful ethos of our Nursery by setting a good example in their own speech and behaviour towards all members of the Nursery staff.

We meet EYFS Safeguarding and Welfare Requirement: Safety and Suitability of Premises, Environment and Equipment '*Providers must follow their legal responsibilities under the Equality Act 2010.*' (DfE 2014)

Procedures

The vast majority of parents, carers and others visiting our Nursery set a good example. This policy addresses those rare occasions when behaviour is inappropriate or unacceptable.

Unacceptable behaviours

Aggression, verbal and/or physical abuse towards members of Nursery staff are unacceptable, no matter what the circumstances are. Examples of behaviour that are considered serious and unacceptable and will not be tolerated include:

- A raised voice or shouting, either in person or over the telephone.
- Inappropriate posting on Social Networking sites deemed as bullying.
- Speaking in an aggressive/threatening tone.
- Aggressive or threatening text messages.
- Physically intimidating, e.g. standing very close.
- The use of aggressive hand gestures/exaggerated movements.
- Physical threats.
- Shaking or holding a fist towards another person.
- Swearing.

- Pushing.
- Hitting e.g. slapping, punching or kicking.
- Spitting.
- Derogatory, racist or sexist comments made about the '**protected characteristics**' of Equality Act 2010: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

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

Unacceptable behaviour will generally result in the police being informed of the incident.

Action of staff when facing unacceptable behaviours

The Nursery expects and requires its members of staff to behave professionally in difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

However, **all staff and children** have the right to feel safe in the Nursery environment at all times. All members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. All incidents should be recorded ASAP, including the names of any witnesses.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of staff, the Manager or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the Nursery's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Manager from the Nursery premises for a period of time, subject to review with the committee. If there is not another suitable adult to bring the child to Nursery the child's hours may be changed, reduced or if necessary the child may have to stop attending Nursery.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement, indicating that the matter has been reported to the local authority (LADO), OFSTED and the police, will be included.
3. Where appropriate, arrangements for children being delivered to, and collected from, the Nursery gate will be clarified.
4. Any parent/carer who is asked to leave the premises will have the right to appeal the decision by writing to the Nursery directors within 14 days of the date of the banning letter.
5. If staff have any concerns about the safety or well being of a child, our Safeguarding Policy and procedures will be followed including referral to Children's Services if appropriate.

Incidents involving others' children

If an incident has happened at Nursery involving your child, please do not approach/telephone other parents/carers or post comments on social media sites. We ask that parents/carers come in and tell Nursery staff how they are feeling and give us your child's account of the incident. We will deal with any incident by following the Nursery's policies and procedures.

Reviewed by Clare Hayes and Amelia Pullen

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