



ABUSIVE PARENTS POLICY

- All members of the nursery community have a right to expect that their Nursery is a safe place in which to work and learn.
- Abusive, threatening or violent behaviour against school staff, parents, children and visitors will not be tolerated. This includes adult-adult behaviour when children are present.
- Where such behaviour does occur, action will be taken to deal with the person or persons concerned.
- Behaviour may be directed against either adults or children.
- Abusive and threatening behaviour in social media postings will not be tolerated.

Definitions: Abuse

- This will be verbal where someone speaks harshly or rudely to someone. The perpetrator might use insulting, cruel words or make scathing comments.
- There will not be a specific threat – if there was that would be threatening behaviour

Threatening behaviour

This will be a declaration of intent to harm. A person or object is likely to cause damage or harm.

Violence

The intentional use of physical force-threatened or actual against another person. This either results in, or has, a high likelihood of resulting in injury, death or psychological harm.

Assault

A violent attack which may be sudden. It is an unlawful physical attack which can be either physical or verbal.



Procedure for dealing with abusive, threatening or violent behaviour on site.

Abusive behaviour on the site In the Office or in a phone call to the office:

An adult may arrive on site by appointment or unannounced demonstrating abusive behaviour. They may also make a telephone call and demonstrate abusive behaviour.

- Office staff should make the person aware that their behaviour is not acceptable and give a first request to calm down.
- Office staff should then call for another member of staff to act as a witness.
- A senior member of the team has to make a quick judgement as to the degree of abusive behaviour. If the person has not responded to the request to calm down, then the leadership colleague must repeat the request for the person to calm down and to show respect.
- If it is deemed that the person is too angry and abusive, then they should be told to leave.
- The incident should be recorded using the Incident Report form.

Outside or inside a room setting at the beginning or end of day or during a meeting or event An adult may arrive by appointment or unannounced demonstrating abusive behaviour.

In such case:

- The member of staff should try to ensure that they have a second person with them as soon as possible.
- The member of staff should give a first request to the person to calm down and to show respect. It must be pointed out that where children are present, that it is not acceptable behaviour. A second request to calm down should be given with the instruction that if this is not the case then a call will be made for a leadership colleague to assist.
- If a leadership colleague attends the incident, then she/he has to make a quick judgment as to the degree of abusive behaviour they observe. If the person has not responded to the request to calm down, then the request will be repeated. If it is deemed that the person is too angry and abusive, then they



should be told to leave the premises.

- The incident should be recorded using the Incident Report form Where abusive behaviour escalates and becomes threatening or violent the Police should be called.

In the event of direct violence and assault the police are to be called immediately by dialing 999.

- Do not attempt to apprehend the alleged assailant.
- Call the first aider if required.
- Call the ambulance service if required 999
- Identify witnesses.
- Inform a senior manager or Director asap.
- Complete incident report form.
- Agree with the police who will, if necessary, inform the victims' relatives.
- Agree if necessary immediate and ongoing support for the victim.

Action to be taken after an instance of abusive, threatening or violent behaviour

Support will be offered for member of staff or children affected. Incident report forms should be completed and passed to the Principal as soon as possible.

Where a specific threat has been made against an individual, this should be reported verbally to the Principal or a senior leader immediately.

Action to be taken after a second instance of abusive behaviour

The Nursery Manager will write to the perpetrator warning them that their conduct has been unacceptable and that further recurrence may result in Local Authority intervention.

Action to be taken after an instance of threatening or violent behaviour:



The Police will advise the Directors and Nursery Manager as to the consequences of threatening behaviour.

If, following a ban, the person nevertheless persists in entering the premises and causes a nuisance or disturbance, such a person may be removed from the premises and prosecuted under Section 547 of the Education Act 1996. They may also be charged with an offence under the Public Order Act 1986 or other such legislation.

This Policy was adopted on	Signed on behalf of My Sunshine Day Nursery by Harriet Ballardie (Nursery Manager)	Date Policy was Disseminated to Staff	Date for next Policy review
1 March 2018		1 March 2018	1 January 2019

Incident Report Form

1. Details

Date of incident:..... Day of the week:

Time: Location:.....



2. Member of staff reporting incident

Name:Position:

3. Details of victim

Name:Job / Position:

4. Details of person exhibiting violent, threatening or abusive behaviour

.....
.....
.....

5. Witness(es) if any

Name:

Address:.....

Other information / relationship between member of staff / abuser if any

.....

6. Details of incident

.....
.....
.....

Location of incident:

.....

7. Outcome:

Action taken:

.....



Has abuser been involved in any previous incidents?

.....
.....
.....
.....

Follow –up arrangements:

.....
.....
.....

Form completed by:

Signed:.....

Date:

Please return to the Manager as soon as possible.