



PARENT CONFLICT RESOLUTION

At My Sunshine Day Nursery & Pre-School we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area such as the office (where appropriate).
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children.
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour escalates.
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately.
- An **Incident Form** will be completed detailing the time, reason and action taken.
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary.
- Management will also signpost parents to further support where applicable.
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.



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

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5. Witness(es) if any

Name:

Address:.....

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

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6. Details of incident

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Location of incident:

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7. Outcome:



Action taken:

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Has abuser been involved in any previous incidents?

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Follow –up arrangements:

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Form completed by:

Signed:.....

Date:

Please return to the Manager as soon as possible.