



CONFLICT RESOLUTION WITH PARENTS WHO MAY BE CHALLENGING

At Salisbury Day Care 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 Daycare 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 behavior.
- 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.

This policy was adopted on	Date reviewed	Date for review
<i>1st September 2015</i>	December 2016	<i>3rd January 2018</i>