

## Conflict Resolution with Parents who may be Challenging

At Fun Foundations 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.

Date of Review	Changes Made	Signatures	Date of Next Review
06/05/2016	Introduction of new policy	A. Ferguson	May 2017
05/05/2017	None	A. Ferguson	April 2018