



Conflict Resolution with Parents and Aggressive Behaviour Policy

September 2026- September 2027

1. Purpose

1.1 At Acorn Childcare Centre, we value positive, respectful and professional relationships with children, parents, carers, visitors and members of the wider community. We recognise that parents and carers may occasionally be upset, frustrated or dissatisfied with a decision or situation and we will always seek to listen to concerns and work constructively towards a resolution.

We operate an open-door approach wherever appropriate and encourage parents and carers to raise concerns with us directly.

1.2 Where a parent or carer has a concern or complaint, they should follow the Centre's Complaints Policy and Procedure. Staff will provide information about the appropriate process where required.

1.3 We recognise the difference between a person who is upset or expressing a strongly held concern and behaviour that is abusive, threatening, intimidating or aggressive. Staff will remain professional and will seek to resolve concerns wherever possible; however, Acorn Childcare Centre will not tolerate behaviour that places staff, children, families or visitors at risk or which prevents staff from carrying out their roles safely and professionally.

2. What constitutes aggressive or abusive behaviour

2.1 Aggressive or abusive behaviour may include, but is not limited to:

- Shouting, swearing or using abusive or offensive language towards staff
- Personal insults, intimidation or threatening behaviour
- Threats of violence or harm
- Aggressive or intimidating physical behaviour
- Refusing to leave the premises when asked to do so
- Repeated unwanted contact intended to intimidate, harass or distress a member of staff
- Abusive, threatening or defamatory communications by email, telephone or social media
- Deliberately disrupting the operation of the Centre

- Any behaviour that causes staff, children or families to feel unsafe or threatened.

This list is not exhaustive.

3. Our approach

3.1 Where a parent or carer is upset or angry but is able to communicate respectfully, staff will listen to their concerns and, where appropriate, seek to resolve the matter through the Centre's complaints procedure.

3.2 Where behaviour becomes abusive, threatening or aggressive, staff will set clear and appropriate boundaries and may end the conversation or restrict further contact to an agreed method of communication.

4. Telephone calls

4.1 The member of staff receiving an aggressive or abusive telephone call will:

- Remain calm and professional
- Listen where it is appropriate and safe to do so
- Remind the caller that concerns and complaints should be raised through the Centre's complaints procedure
- Clearly explain that abusive, threatening or offensive language will not be accepted
- If the behaviour continues, inform the caller that the conversation will be ended and then terminate the call.

4.2 A record will be made of any significant abusive, threatening or aggressive telephone call, including the date, time, individuals involved, nature of the communication and any action taken.

5. Emails and written communication

5.1 Where an email contains abusive, threatening or inappropriate language, the recipient should not engage in an argument or respond in a similar manner.

5.2 Where appropriate, the parent or carer will be directed to the Centre's complaints procedure and may be asked to communicate through an agreed channel, such as directly with the Manager.

5.3 Where repeated abusive or threatening emails are received, the Centre may limit further communication to written correspondence through the Manager or another nominated member of the management team.

5.4 Relevant emails will be retained in accordance with the Centre's data protection and record-keeping procedures where they are required as evidence of the incident or complaint.

6. Social media

6.1 Acorn Childcare Centre does not expect staff to engage with parents or carers about complaints or incidents through personal social-media accounts.

6.2 Where abusive, threatening or defamatory content relating to the Centre or its staff is identified on social media, the Centre will, where appropriate:

- Keep a record or screenshot of the relevant content
- Consider whether the content breaches the platform's terms and conditions
- Direct the individual to the Centre's complaints procedure where appropriate
- Avoid engaging in public arguments or discussion
- Consider whether further action is required based on the nature and seriousness of the content.

6.3 Where necessary, the Centre may seek appropriate professional or legal advice.

7. Aggressive or threatening behaviour at the Centre

7.1 If a parent, carer, visitor or member of the public begins to behave aggressively or threateningly at the Centre, staff will:

- Where safe and appropriate, direct the person away from children and into a private area, such as the office
- Ensure that another member of staff is involved wherever possible, while maintaining the safe supervision of the children
- Remain calm and professional
- Clearly state that abusive, threatening or aggressive language or behaviour is not acceptable
- Avoid confrontation and maintain an appropriate physical distance
- If necessary, ask the person to leave the premises
- If the behaviour continues, escalates or presents an immediate risk to the safety of children, staff or others, contact the police or emergency services as appropriate
- Where the person calms down and it is safe to do so, listen to their concerns and explain the appropriate complaints process.

7.2 Staff should not put themselves or others at risk in an attempt to manage an aggressive individual.

8. Following an incident

8.1 Following any significant incident involving aggressive, threatening or abusive behaviour:

- An incident or management record will be completed, detailing the date, time, people involved, nature of the incident and action taken

- Any relevant evidence, including emails or other written communications, will be retained appropriately
- The Manager or designated member of the management team will consider whether any further action is required
- Staff involved will be offered appropriate support and reassurance
- Where appropriate, a follow-up discussion or supervision will be offered to the staff member involved
- The incident will be reviewed to identify whether any changes to practice, communication arrangements or risk management are required.

8.2 Information relating to incidents will be handled confidentially and shared only with those who need the information for safeguarding, management, employment, legal or other legitimate purposes.

9. Restricting communication

9.1 Where a pattern of aggressive, abusive, threatening or unreasonable behaviour develops, the Centre may put reasonable communication arrangements in place. This may include:

- Requiring communication to take place through the Manager or another nominated member of the management team
- Limiting communication to email or another agreed written method
- Requiring appointments to be made in advance rather than attending without an appointment
- Having more than one member of staff present at meetings
- Ending a meeting or telephone call where behaviour becomes abusive or threatening.

9.2 Any restrictions will be proportionate to the circumstances and will be reviewed as appropriate.

10. Withdrawal of a child's place

10.1 In serious or repeated cases of aggressive, threatening or abusive behaviour, the Centre may consider whether the continuation of the childcare arrangement is appropriate.

10.2 Any decision to withdraw or terminate a child's place will be made by the Manager or appropriate senior management in accordance with the Centre's terms and conditions, contractual arrangements and relevant procedures. Decisions will be communicated to parents/carers and managed fairly and consistently. Such action will not be taken automatically as a consequence of a parent raising a complaint or expressing dissatisfaction.

10.3 Where a decision is made to withdraw a place, the parent/carer will be informed in writing and the reasons and applicable notice arrangements will be explained.

11. Support

11.1 Management will provide appropriate support and reassurance to any staff member involved in an incident.

11.2 Where appropriate, parents or carers may also be signposted to relevant organisations or professionals who may be able to provide support.

12. Other visitors and members of the public

12.1 The principles within this policy apply equally to visitors, contractors, members of the public and any other person communicating with or attending Acorn Childcare Centre.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>September 2024</i> <i>Reviewed September 2025 – SK</i> <i>Reviewed 29.9.26- LH</i>	<i>Lorna Hodgett</i>	<i>September 2025</i> <i>September 27</i>