



Zero Tolerance policy

September 2025- September 2026

Here at Acorn Childcare Centre, we have a 'Zero Tolerance' policy in place to always ensure our staff's well-being. This states that the staff team have a right to work at Acorn Childcare Centre without fear of being attacked either verbally or physically. Our aim is to create an atmosphere where there is a mutual respect between all the staff and parents/carers. All our staff aim to be polite, helpful, and sensitive to all family's individual needs and circumstances. We would respectfully remind parents/carers that our staff team are our greatest asset within the nursery, and we want to ensure they feel happy and comfortable to come to work. The staff understand that there will be times when parents/carers may want to discuss a concern they may have or make a complaint. If this is the case, the team will endeavour to deal with any situation like this in a calm and understanding manner and we would ask that parents/carers would treat the staff in the same way. Any type of inappropriate behaviour, be it verbal or physical, will not be tolerated and may result in you being asked to leave the nursery and your child's place within the nursery may be cancelled: in extreme cases, the Police may be contacted.

For the nursery to maintain good relations with the families on roll we expect:

- That adults always set a good example to children, showing them how to get along with all members of the nursery and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the nursery premises.

Physical attacks and threatening behaviour, abusive or insulting language (verbal or written) to staff, parents and carers, children and other users of the nursery premises, will not be tolerated and will result in termination of childcare contracts. Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the nursery community: (This is not an exhaustive list but seeks to provide illustrations of such behaviour)

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive/rude hand gestures/exaggerated movements
- Physical threats

- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
 - Racist or sexist comments.
 - Inappropriate posting on Social Networking sites which could bring the nursery into disrepute or be deemed as bullying.

Procedure

If any person inside the nursery starts to act in an aggressive manner, our policy is to:

- Direct the person away from the children and into a private area, such as the office (where appropriate). If a meeting room is used, staff are to invite the person into the room and allow staff members to position themselves nearest to the door.
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour.

If the aggressive behaviour continues or escalates, we will contact the police to ensure the safety of our staff team, children and families. If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue.

Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken. Any aggressive behaviour from a parent may lead to exclusion of the parent from site and additionally, could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team, in writing within 3 days of any incident that involved aggressive or threatening behaviour to the staff.

Management will provide support and reassurance to any staff member involved in such an incident. Management will signpost parents to organisations/professionals that can offer support if applicable.

This policy was adopted on	Signed on behalf of the nursery	Date for review
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<i>November 2024</i> <i>Reviewed September 2025</i> <i>- SK</i>	<i>Lorna Hodgett</i>	<i>September 2026</i>
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