



## Conflict resolution with parents/carers who may be challenging

March 2024

At Elsworth Pre-School we believe that we have a strong partnership with our parents/carers 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 pre-school, 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/carer 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/carer 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/carers 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.

<b>Adopted on:</b>	21 <sup>st</sup> March 2024
<b>Adopted by:</b>	Sophie Mills, Interim Pre-School Manager Hannah Holland, Chair of Trustees
<b>Next Review Date:</b>	21 <sup>st</sup> March 2025