



Aggressive Behaviour Policy

Updated September 2024

At Briar Dene Childcare, we strive to create a welcoming, respectful, and safe environment for all children, staff, and families. We understand that emotions can sometimes run high, particularly in stressful situations. However, aggressive behaviour, whether verbal or physical, from parents or visitors is unacceptable. This policy outlines how we will address aggressive behaviour to maintain a positive and safe environment for everyone at the nursery.

The purpose of this policy is to:

- Promote a culture of mutual respect and understanding between parents, staff, and the wider nursery community.
- Outline the actions the nursery will take in response to aggressive behaviour.
- Ensure the safety and well-being of staff, children, and parents.
- Provide clear guidelines on handling confrontational situations professionally and calmly.

Aggressive behaviour includes, but is not limited to:

- **Verbal Aggression:** Shouting, swearing, insulting language, threatening remarks, or any behaviour that causes distress or fear.
- **Physical Aggression:** Any attempt or act of physical violence, such as hitting, pushing, or throwing objects.
- **Intimidation or Harassment:** Stalking, bullying, or any behaviour that creates a hostile or fearful environment.
- **Unreasonable Demands:** Making excessive or unreasonable requests that disrupt the smooth running of the nursery or put undue pressure on staff.

Guidelines for Staff in Handling Aggressive Behaviour:

1. **Stay Calm and Professional:**
All staff members will remain calm and professional in the face of aggression. Staff should not respond to aggressive behaviour with aggression but instead aim to de-escalate the situation through calm communication and active listening.
2. **Ensure Safety:**
The safety of staff, children, and others in the nursery is the highest priority. If necessary, staff should move away from the situation to a safe space and seek help from a colleague or the Nursery Manager. If the situation escalates, staff will contact the appropriate authorities, such as the police as a last resort.
3. **Use Active Listening:**
Staff will listen to the concerns of the parent or visitor to understand the issue. Active listening can

help de-escalate a situation, showing that the person is being heard, even if their behaviour is inappropriate.

4. **Maintain Boundaries:**

If a parent is being verbally aggressive, staff will calmly explain that aggressive language is unacceptable and offer to continue the discussion in a more respectful manner. If necessary, staff will inform the parent that they may need to leave the premises if the behaviour continues.

5. **Offer Solutions:**

Where possible, staff will offer solutions or next steps to resolve the issue. This may include arranging a follow-up meeting or referring the issue to the Nursery Manager.

6. **Document the Incident:**

All incidents of aggressive behaviour will be documented by the staff involved, including details of the situation, actions taken, and any resolutions offered. This documentation will be reviewed by the Nursery Manager and retained for future reference.

Actions to be Taken by the Nursery:

1. **Initial Response:**

When aggressive behaviour is observed or reported, staff will first try to de-escalate the situation using the strategies outlined above. If the situation is resolved, the parent will be informed of the unacceptable nature of their behaviour.

2. **Formal Warning:**

If the aggressive behaviour continues or escalates, the parent will receive a formal written warning. The warning will outline the unacceptable behaviour, the impact on the nursery environment, and the expectation of future conduct.

3. **Meeting with the Parent:**

If the aggressive behaviour persists, the Nursery Manager will arrange a formal meeting with the parent to discuss the situation. During the meeting, the nursery will provide a clear explanation of the behaviour that is unacceptable and offer strategies to improve communication. The meeting may include discussions on any underlying issues that the parent may be facing, and potential support available.

4. **Suspension of Access to the Nursery:**

In extreme cases, if a parent's aggressive behaviour does not improve, the nursery reserves the right to temporarily suspend their access to the nursery or their child's participation in the program. This decision will only be made after careful consideration of all factors and a formal review meeting.

5. **Permanent Banning from the Nursery (in extreme cases):**

In cases of severe or continued aggressive behaviour, the nursery may decide to permanently ban the parent or visitor from the premises. This will be a last resort after all attempts to address the behaviour have been exhausted. A written notice will be provided to the parent, outlining the reasons for the decision.

Preventing Aggressive Behaviour:

We believe in promoting positive and respectful relationships between parents and staff. The nursery will take proactive steps to prevent aggressive behaviour through:

- **Clear Communication:** Ensuring that parents are well-informed about nursery policies, procedures, and expectations from the outset.
- **Parent Meetings and Support:** Offering regular opportunities for parents to meet with staff to discuss their child's development and any concerns they may have.

- **Parent Education:** Providing information on topics such as stress management, child development, and conflict resolution, to help parents manage challenging situations in a calm and productive manner.

Support for Staff:

Staff who are affected by aggressive behaviour will be provided with:

- **Support and Debriefing:** All staff involved in a difficult situation will be offered support, including a debriefing session with the Nursery Manager. This allows staff to process the event, receive guidance, and discuss any emotional impacts.
- **Training:** Ongoing training in conflict resolution, communication skills, and stress management will be provided to all staff to help them effectively manage difficult situations.

At Briar Dene Childcare, we are committed to creating a positive, respectful environment for all children, families, and staff. Aggressive behaviour from parents or visitors is unacceptable and will be addressed through clear procedures to ensure the safety and well-being of all involved. We are dedicated to resolving conflicts in a fair and professional manner while maintaining a safe space for everyone in our care.

Review of Policy:

This policy will be reviewed annually (September 2025), or as needed, to ensure that it remains relevant and effective in meeting the evolving needs of the children, families, and staff within the nursery.

Name:	Position:	Signed:	Date:
David Birkbeck	Owner		
Kayleigh Tydd	Director		
Greg Bamber	Nominated Individual		
Zoe Tydd	Manager & DSL		
Abbie Lloyd	Deputy Manager		
Jade Radcliffe	Second Deputy Manager		
Pamela Lear	Practitioner		
Diane Jones	Practitioner		
Emily Gautrey	Practitioner		