



Conflict Resolution with Parents Policy

Updated September 2024

At **Briar Dene Childcare**, we recognise that open and respectful communication is key to building positive relationships with parents and guardians. We aim to resolve any conflicts or concerns that arise in a manner that is constructive, fair, and in the best interest of the child. This policy outlines the approach we take to resolve conflicts with parents and ensure that their concerns are addressed promptly and appropriately.

The purpose of this policy is to:

- Provide a clear process for addressing conflicts and concerns raised by parents.
- Ensure that issues are resolved in a timely, fair, and respectful manner.
- Promote positive and cooperative relationships between staff and parents.
- Protect the well-being of the child, ensuring that any resolution prioritises their best interests.

This policy applies to all parents/guardians of children attending **Briar Dene Childcare** and to all staff members. It covers conflicts or concerns related to the nursery's policies, procedures, practices, or the behaviour of staff or other children.

Principles of Conflict Resolution:

We are committed to resolving conflicts through:

- **Open Communication:** All parties should have an opportunity to express their views in a calm and respectful manner.
- **Fairness and Respect:** We ensure that all concerns are treated with respect and that everyone involved is heard.
- **Confidentiality:** We handle all complaints or conflicts in a confidential manner, respecting the privacy of all parties involved.
- **Timely Resolution:** We strive to resolve issues promptly to ensure minimal disruption to the child's well-being and the nursery environment.
- **Collaborative Approach:** We aim to work together with parents and guardians to find mutually acceptable solutions that benefit the child.

Steps for Conflict Resolution:

If a parent has a concern or conflict, the following steps should be taken:

Step 1: Initial Discussion

- **Parent's Responsibility:** If a parent has a concern or issue, they should first address it directly with the staff member involved. This can be done in person, by phone, or by email. The goal is to discuss the issue calmly and respectfully.
- **Staff's Responsibility:** The staff member will listen carefully to the concern, offer their perspective, and attempt to resolve the issue during the discussion. If the issue can be resolved at this stage, staff will take immediate action to address it.

Step 2: Escalation to the Nursery Manager

- If the parent feels that the issue has not been resolved satisfactorily or if the issue involves a more serious concern, they should escalate the matter to the Nursery Manager. The parent can request a meeting with the manager to discuss the concern further.
- The Nursery Manager will listen to both sides, investigate the matter as necessary, and aim to find a fair resolution.
- If the conflict involves a specific member of staff, the Nursery Manager will conduct any necessary follow-up, including meeting with the staff member involved to understand their perspective and ensure the situation is handled appropriately.

Step 3: Formal Complaint Process

- If the parent is still dissatisfied with the outcome after meeting with the Nursery Manager, they may submit a formal written complaint. This complaint will be reviewed by the Nursery Manager or other senior personnel, and a response will be provided within a set period, usually within 7 working days.
- The written complaint should detail the concern, any previous steps taken to address it, and the desired outcome. The nursery will carefully review the complaint and determine any further actions required.
- If the situation cannot be resolved internally, the nursery may suggest seeking external mediation or involve relevant regulatory bodies, such as Ofsted or local early years authorities, as appropriate.

Step 4: Mediation (if necessary)

- If the conflict remains unresolved after the formal complaint process, the nursery may suggest mediation with a neutral third party to help both sides reach a resolution.
- Mediation will be voluntary and intended to facilitate communication and a fair resolution.

Handling Specific Issues:

Certain types of conflicts may require specialised handling:

- **Behavioural Concerns:** If a parent has concerns about the behaviour of their child or another child, these will be addressed with the child's best interests in mind. Staff will involve parents in discussions and work collaboratively to find strategies to support positive behaviour and resolve any challenges.
- **Staff Behaviour or Professional Conduct:** If a parent has concerns about the behaviour or professionalism of a staff member, the issue will be investigated thoroughly. Staff members are expected to adhere to the nursery's code of conduct, and any breaches of policy will be taken seriously.

- **Child Protection and Safeguarding:** Any concerns related to child protection or safeguarding will be taken immediately to the Nursery Manager and, where necessary, to the relevant safeguarding authorities. These matters will be handled with the utmost seriousness and in compliance with the nursery's safeguarding policies.

Parental Responsibilities During Conflict Resolution:

During any conflict resolution process, parents are expected to:

- Remain calm, respectful, and professional during discussions.
- Avoid disruptive or aggressive behaviour.
- Focus on the issue at hand and keep the best interests of the child as the primary concern.
- Understand that the resolution process may take time and remain patient during the investigation and follow-up steps.

Nursery Responsibilities:

The nursery is responsible for:

- Ensuring that all staff are trained in conflict resolution and are aware of the steps for resolving issues with parents.
- Maintaining a clear and accessible complaint process.
- Acting promptly to address concerns and resolve issues in a fair and respectful manner.
- Keeping accurate records of all conflicts and resolutions, while ensuring confidentiality.

Escalating Complaints to External Bodies:

If parents feel that their concerns have not been addressed to their satisfaction after following the internal processes, they have the right to escalate the complaint to external bodies:

- **Ofsted (for nurseries in the UK):** Parents can contact Ofsted to raise concerns about the nursery's operations or standards of care.
- **Local Authority or Regulatory Body:** For concerns related to early years education or local government regulations, parents can contact the appropriate authority.

At **Briar Dene Childcare**, we value our relationships with parents and believe that open communication is the foundation of a positive partnership. We are committed to resolving conflicts in a fair and respectful manner, prioritising the well-being of the child and maintaining a supportive, collaborative environment for both parents and staff.

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		