

Dealing with Unacceptable Behaviour from Adults to the nursery or preschool

As professionals, staff at YMCA Bath Group do not believe that they should be placed into a situation where another adult displays threatening, abusive or aggressive behaviour or language to any member of staff.

If a parent or any adult arrives within the setting displaying this negative behaviour, the following procedures will be taken:

- The member of staff will explain to the visitor that a professional dialogue cannot be carried out under these circumstances and explain that if the visitor does not calm down, the discussion will be terminated.
- If the visitor does not then conduct him/herself in an appropriate manner, the member of staff will politely but firmly, explain that this is not acceptable and, if appropriate, leave the immediate environment. The staff member will then seek the support of another member of staff preferably the nursery or preschool manager or deputy.
- If the visitor is still conducting himself or herself in a manner unacceptable to the nursery environment, the police (Telephone: 999 or 101) will be contacted to remove the person from the building and grounds.

We expect our staff to be treated courteously and with respect at all times by parents and visitors. Violence or abuse, either verbal or physical, will not be tolerated under any circumstances.

- These include behaviour or language (either oral or written, including postings on social media), which may cause a staff member to feel afraid, threatened or abused.
- Other examples of unacceptable behaviour are threats, physical violence, personal verbal abuse, derogatory remarks and rudeness.

If a parent/visitor becomes abusive at any time, a letter will be written to the parents/visitors reminding them of this YMCA Bath Group policy.

Dependent upon the seriousness of the behaviour, this could warrant that particular parents/visitors are excluded from bringing or collecting their child to and from the nursery. This would not mean that the child could not continue to attend, just that the abusive parents /visitors would not be welcome on the premises or grounds.

All other policies relating to YMCA Bath Group are available for you to read at the childcare setting or on our web site

Signed on behalf of YMCA Bath Group
(original signed copy held at registered office)



Mike Fairbeard

Role of Signatory

Chief Executive

Date of Review of Policy

September 2020

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.