



**Promoting Positive Partnerships with – Parents, Carers, Visitors
Dealing with Conflict**

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Version Control Log

Date	Date agreed with Managers	Overview of changes
June 2019	June 2019	Updated policy to reflect the Mannamead setting requirements

Promoting Positive Partnerships with – Parents, Carers, Visitors Dealing with Conflict

Policy

At Little Owls we work hard to forge close links with parents, carers and the community. We believe positive relationships between the parents/carers and Little Owls benefit our children.

The majority of parents, carers and others visiting our sites are keen to work with us and are supportive. However, there have been occasions where negative behaviour by a parent/carer or visitor has resulted in aggression, verbal and/or physical abuse towards members of staff or the wider community such as another parent/carer.

Little Owls expects and requires staff to behave professionally in difficult situations. Staff will attempt to diffuse the situation wherever possible but will act in the best interests of the children first and foremost.

Our staff have the right to work without fear of violence and abuse.

We expect parents, carers and other visitors to behave in a reasonable way towards members of staff and to visitors who may also be on site. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated include:

- shouting either in person or over the telephone;
- negative and/or abusive comments posted on social media;
- demonstration of a dislike, prejudice and/or discriminatory attitude or action towards any individual or group.
- the use of aggressive hand gestures or attempting to physically intimidate e.g. by standing very close to them or holding a fist towards another person;
- swearing;
- pushing;
- threatening to hit or hitting, eg slapping, punching and kicking;
- spitting;

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Escalation Procedure that will apply

If a parent/carer/visitor behaves in an unacceptable way towards a member of staff or a visitor to the site, the Manager or appropriate senior staff will seek to resolve the situation through discussion and mediation at the time of the incident and maybe thereafter.

If the behaviour is deemed serious, a letter will be sent to the parent/carer/visitor warning them that their behaviour was unacceptable and that any further unacceptable behaviour could result in them being excluded from the site.

If necessary, the complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent/carer or visitor may be excluded by the Manager from our premises for a period of time subject to review.

In imposing an exclusion the following steps will be taken:

1. The parent/carer/visitor will be informed, in writing, that she/he is excluded from the premises, subject to review, and what will happen if the exclusion is breached, eg that police involvement or an injunction application may follow
2. Where an assault has led to an exclusion, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The Chair of the Trustees and the LA will be informed of the exclusion.
4. Where appropriate, arrangements for children being delivered to, and collected from an agreed point will be confirmed.
5. An exclusion may result in action taken by other site users.

Children's behaviour is managed in accordance with our behaviour management policy.

Pictogram of process

