



ROEDEAN MOIRA HOUSE NURSERY - CONFLICT RESOLUTION POLICY 2018-2019

At Roedean Moira House Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the Nursery, 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 be in attendance, where possible, whilst ensuring the safe supervision of the children.
- Act in a calm and professional way, ask the parent 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 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.

Related policies and documents

This policy should be read in conjunction with the following policies and documents:

Employee Handbook
Staff Handbook
Code of Conduct for Employees
Health Safety Handbook
Boarding Staff Handbook
National Minimum Standards for Boarding Schools
ISI Handbook for the Inspection of Schools, Regulatory Requirements
Teachers' Standards
Departmental Handbook
Keeping Children Safe in Education
Safeguarding Policy
Nursery Policies
Complaints Policy (Parents)
Complaints Policy (Pupils)

POLICY REVIEWED BY SCHOOL: May 2018

POLICY REVIEWED BY SCHOOL COUNCIL: June 2018

NEXT REVIEW: May 2019