



LADYBIRDS
NURSERY

Zero Tolerance

Safeguarding

Policy statement

At Ladybirds Nursery we have a Zero Tolerance Staff abuse Policy towards both verbal and physical abuse.





Ladybirds Nursery has a duty to provide a safe and secure environment for all staff, children, visitors and parents.







We will not tolerate violent or abusive behaviour from any member of staff, student, volunteer, parent or carer. We will take decisive action to protect everyone.

Nursery places may be terminated with immediate effect if any parents are violent or abusive towards any member of staff, student, volunteer, child or other parents.

Procedure

In the unlikely event that a parent is seen to behave in an unacceptable manner our procedure is to:

-  Direct the parent away from the children and into a private area such as the office or a vacant room
-  Ensure that the children are safe
-  Maintain a calm and professional manner, ask the parent to calm down and explain that we do not tolerate aggressive or abusive language or behaviour
-  Contact the police if the situation does not diffuse

-  Once the parent has calmed down, listen to any concerns and respond appropriately
-  An incident form will be completed, detailing the time , reason and action taken
-  Notify Ofsted if needed
-  Staff, children, other parents may need support if this has been an upsetting incident, we will support and seek further action if needed
-  Ladybirds Nursery LTD reserves the right to suspend entry to nursery if we feel this is justified
-  In extreme cases, the child may be excluded form nursery

Issue Date January 2016

Date to be Reviewed January 2017

Date Reviewed January

Review Date May 2018

Date Reviewed April 2019

Date to be Reviewed April 2020

Date Reviewed

This policy will be reviewed sooner than the review date should any new information become available.