



Fairytales Day Nurseries

Abuse towards staff policy

At Fairytales we believe that we have a strong partnership with our parents/carers, other colleagues from external agencies we also operate an open-door policy to allow everyone the opportunity to discuss any matters arising, whether they be regarding the care of their child or other matters that may be of a more delicate issue. We are aware that in some cases there may be issues which could cause conflict and that the ability to intervene by a manager may not be possible and staff may be at the front line of any issues, during these times if a customer / visitor begins to act in an aggressive or abusive way at the nursery, we will try our best to:

- Direct the person away from the children and into a secluded area such as the office (where appropriate) or another area.
- 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 person to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Once the person calms down, the member of staff will then listen to their concerns and respond appropriately
 - Complete an incident form detailing the time, reason and action taken
- With incidents like this staff may require support and reassurance following the experience, management will provide this and seek further support where necessary
 - Management will also signpost others to further support if applicable.
 - We will also Contact the police if the behaviour does not diffuse

We will always try to avoid these circumstances by being open and approachable with all in attendance at Fairytales. If there are any questions regarding this policy or anything other that may enhance this, please contact the Managing Director Deb Latewood

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