Dealing With Unacceptable Behaviour From

An Adult Visitor To The Nursery Policy

As professionals, we at Steps Ahead do not believe that we should be placed in a situation where another adult will display threatening or aggressive behaviour to an employee.

If a parent or another adult arrives within the Nursery displaying this negative behaviour, the following precautions will be taken:

* The employee should explain to the visitor that a professional dialogue cannot be carried out within these circumstances and 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 employee should politely but firmly explain that this is not acceptable and if possible, leave the immediate environment. The employee should then seek the support of another employee, preferably the Duty Manager or Deputy Manager.

We always expect all our employees to be treated courteously and with respect, by parents or other visitors. Violence or abuse, either verbally or physically, will not be tolerated under any circumstances.

* These include behaviour or language (either oral or written) which may cause an employee to feel afraid, threatened or abused.
* Other examples of unacceptable behaviour include threats, shouting, swearing, physical violence, personal verbal abuse, derogatory remarks and rudeness.

If a parent or carer continues to show unacceptable behaviour towards staff on an ongoing basis, the nursery will terminate the childcare contract relating to the child/ren of the parent/carer.

***Steps Ahead reserves the right to ask anyone whose behaviour is not acceptable***

***to leave the premises immediately***