**Conflict Resolution with Parents who may be Challenging Policy**

**1.1** At Muddy Boots Nursery School LTD we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

**1.2** 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 foyer
* 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
* 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 parents to further support where applicable.

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| **This policy was adopted on** | **Signed on behalf of the nursery** | **Date for review** |
| **Sept 2022** | **Dani Bowen** | **Sept 2023** |