

Zero Tolerance Policy



Implementation Date	September 2025
Review Date	September 2028
Reviewer	Liam Donovan

At Longwood, we strive to create strong partnerships with our parents/carers and operate an open-door policy to discuss any matters which may arise. To successfully provide our service a mutual respect between all staff, children and parents/carers must be in place. Therefore, our staff aim to be polite, helpful, and sensitive to individual needs and circumstances.

We believe that our staff have a right to carry out their duties without fear of being attacked or abused. Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in parents/carers being asked to leave the nursery and instantly losing their right to a childcare place, police may be called, and an investigation made.

The types of behaviour that would be found unacceptable include but are not limited to:

- Using bad language or swearing.
- Any physical violence.
- Verbal abuse in any form.
- Racial abuse and sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted.
- Causing damage or theft.
- Obtaining services fraudulently

Procedure

Loss of nursery place

A positive parent partnership is based on mutual respect and trust and is the cornerstone of good childcare. The loss of a nursery place is an exceptional and rare event and is a last resort in an impaired parent-nursery relationship. When trust has irretrievably broken down, it is in the parent's interest, just as much as that of the nursery, that they no longer access our services.

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

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- Direct the parent away from the children and into a private area such as the staff room or office lounge depending on the time of the day (where appropriate) or they will be requested to leave the premises.
- 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 does not diffuse
- 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.
- In incidents such as 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/carers to further support if felt necessary.

Any employees demonstrating any anti-social behaviour will be subject to disciplinary procedures.