



Dealing with Aggressive Parents



In Stoborough Nursery's Welcome Pack parents are requested to behave in a polite and appropriate manner when dropping off or collecting their children. They are informed that failure to do so could lead to their children being excluded from the group. Below are the procedures Nursery staff will follow if a parent is acting in an aggressive way towards staff, volunteers or children at Stoborough Nursery:

- The person dealing with the parent will remind them that per their parental agreement that they need to behavior in a polite and appropriate manner or they will be asked to leave the nursery and their child may be excluded.
- A second member of staff will look after the unaccompanied children at nursery
- If the parent continues to behave in an aggressive manner they will be told to leave the nursery premises.
- If the refuse to do so they will be told that we will be calling the police to ask them to leave.
- A third member of staff will dial 999 and ask for the police. They will inform the police that there is a disturbance at Stoborough Nursery involving an aggressive person and we are concerned for the staff and children's safety.
- The person calling the police will give them the follow information which is listed on the wall next to the nursery mobile.
 - 1) The Nursery telephone number 07796 297701
 - 2) Stoborough CE (VA) Primary School 01929-552974
 - 3) The address Stoborough nursery
Corfe Road
Stoborough
Nr Wareham
Dorset
 - 4) The Postal Code
BH20 5AD
 - 5) The exact location- Nursery is located in the grounds of Stoborough CE (VA) Primary School -in a port-a-cabin on the edge of the school field.
- The person will notify the school on 01929-552974 of the occurrence and that the police have been called.

This policy was adopted at a meeting of the nursery Committee held on

Signed on behalf of the Nursery committee by

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