

Razzy's Daycare & Nursery

Conflict Resolution with Parents Behaviour Policy



Date of Issue: December 2025

Review Date: December 2026

Introduction

Razzy's Daycare & Nursery is committed to maintaining a positive and professional partnership with all parents and carers. We recognise that open communication and mutual respect are key to supporting children's learning, development, and wellbeing. This policy sets out the procedures for handling complaints, concerns, or conflicts with parents and carers, and outlines how the nursery responds to aggressive or abusive behaviour. It should be read alongside the Complaints Policy, Safeguarding Policy, and Staff Code of Conduct.

Legal framework

- The Early Years Foundation Stage (EYFS) Statutory Framework 2025
- Children Act 1989 and 2004
- Education Act 2002 (Section 175)
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018 and UK GDPR
- Equality Act 2010
- Working Together to Safeguard Children 2025
- Ofsted Early Years Inspection Handbook 2025

Purpose and Scope

The purpose of this policy is to ensure that all complaints, concerns, or conflicts are handled consistently, professionally, and in a manner that protects the welfare of children, staff, and families. This policy applies to all staff, parents, carers, visitors, and members of the public who engage with the nursery, whether in person, by phone, email, or social media. It is

designed to ensure that concerns are addressed promptly while maintaining a safe environment for children and staff.

Communication and Complaints

Razzy's Daycare & Nursery encourages parents and carers to raise any concerns using the formal complaints procedure. In the event that a parent contacts the nursery by phone, email, or social media with a complaint, staff will direct them to the official complaints procedure. All communication should be conducted respectfully, and staff will respond in a calm and professional manner.

Aggressive or Abusive Behaviour

The nursery maintains a zero-tolerance approach to aggressive or abusive behaviour, whether verbal, written, online, or face-to-face. In the event that a parent or visitor demonstrates aggression or abuse, staff are instructed to remain calm, professional, and ensure the immediate safety of children and colleagues.

In cases of abusive phone calls, staff will ask the caller to follow the formal complaints procedure. If the abuse persists, the call will be terminated and a record of the incident logged by the Nursery Manager. Abusive emails will similarly be redirected, and parents will be invited to discuss their concerns in person. If threatening or defamatory messages appear on social media, the nursery will address these promptly, request adherence to the complaints procedure, and may take legal action if necessary.

Handling Incidents Onsite

If aggressive behaviour occurs within the nursery, staff will guide the individual away from children and into a private area, where a second staff member will be present whenever possible. Staff will remain professional and seek to de-escalate the situation, making it clear that aggressive language or behaviour is unacceptable. Should the behaviour escalate, the police will be contacted to ensure safety.

When the individual calms down, staff will listen to their concerns and attempt to resolve the issue in line with the Complaints Policy. An incident report will be completed by the Nursery Manager, recording the nature of the aggression, the response, and any actions taken.

Consequences of Aggressive Behaviour

Any aggressive behaviour towards staff may result in the withdrawal of a child's place at the nursery. Parents will be notified in writing within three working days if such action is necessary. Staff involved in incidents will be provided with support and reassurance, and guidance will be given to parents regarding external support services if appropriate.

Monitoring and Review

Razzy's Daycare & Nursery monitors all incidents of aggressive behaviour and complaints to ensure that procedures are followed and that lessons are learned to prevent recurrence. The Nursery Manager is responsible for overseeing the implementation of this policy and ensuring that staff are trained in conflict resolution and safeguarding procedures. This policy is reviewed annually or sooner if required due to changes in legislation, best practice, or nursery operations.

Razzy's Daycare & Nursery is committed to maintaining a safe, respectful, and supportive environment for children, staff, and families. By following this policy, we aim to resolve conflicts professionally and uphold the values of care, trust, and cooperation that underpin our nursery.