

Conflict Resolution with Parents and Aggressive Behaviour Policy

At the Nest we believe that we have a strong partnership with our parents and an open-door policy to discuss any matters arising.

If, as a parent, you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure.

In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

We have a zero-tolerance policy on abusive calls, messages, emails, social media contact and face-to-face confrontation.

Calls of an aggressive/abusive manner

The call taker receiving a call that becomes abusive or aggressive will remain calm and professional and ask them to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive and aggressive calls will be logged with an outline of the conversation.

Emails/Messages of an aggressive/abusive manner

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist, the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

Social Media

If defamatory, abusive or threatening messages appear on any social media sites, we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaints procedure. If defamatory, abusive or threatening messages continue, we will seek legal action against the complainant.

Any defamatory, abusive or threatening behaviour found on social media could result in the termination of the place for their child(ren).

If any person inside the nursery starts to act in an aggressive manner at the nursery, our policy is to:

- Direct the person away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the aggressive behaviour continues or escalates, we will contact the police in order to ensure the safety of our staff team, children and families
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken

- Any aggressive behaviour from a parent could result in the withdrawal of a place for the children. Parents will be informed, by the management team, in writing within 3 days of any incident that involved aggressive or threatening behaviour to the staff
- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents to organisations/professionals that can offer support if applicable.

This policy will be followed in the event of any other visitors/member of the public displaying this type of behaviour either by phone, email, social media or in person.

Diminished relationship/dispute resolution

It is vital to children that a positive and cooperative relationship exists between the nursery key-person, wider team and their parents/carers.

If a team member perceives a decline in the nursery-parent/carer relationship and has tried unsuccessfully to remedy this, they may raise the issue with their manager for support

Stage 1

The parents will be invited to discuss the issue in the nursery by the nursery manager, so that the manager can gain information from the parent and ensure they are aware of the environment that is being created.

The manager will look to resolve this issue by putting a plan in place to remedy any disagreements and clarify any policies that are required.

Stage 2

If the situation does not improve over the following 2 weeks, the manager may raise this issue formally to a senior manager.

The senior manager will then engage the parents and the team and seek a resolution so that the team can continue their work in a friendly and positive manner, with any friction removed.

We would expect all issues to be resolved by the setting manager at Stage 1 or before this by the key-person.


If Stage 2 is reached, and a resolution is not found within two weeks, or if the situation escalates, then the Senior Manager will formally request the issue is raised to Stage 3.

Stage 3

A Director will then invite the parents in to discuss the experience to date. Views will be heard and a decision will be taken within that meeting, by the Director as to whether the relationship has deteriorated to the point where a resolution is no longer possible.

If it is suitable and a resolution is plausible, a final plan of action will be initiated to establish a correction of behaviour, with a timeframe of two weeks.

If the Director deems that a resolution is not possible, either before or after this final plan, for example due to a disagreement over policy, or worsening/aggressive behaviour, the Director will then terminate the parents' contract with the nursery for breach of contract, on the basis of non-cooperation (6.1.1 Parent contract).

| This policy was adopted on | Signed on behalf of the nursery | Date for review |
|----------------------------|---|-----------------|
| 01/05/2026 |  | 01/05/2027 |