

Zero Tolerance Policy



Policy Statement

Early Years Nursery Uxbridge is committed to maintaining a safe, respectful and professional environment for children, staff, parents and visitors. We aim to build strong, positive partnerships with parents and carers and operate an open and transparent approach to communication.

To provide a high-quality service, mutual respect must exist between all parties. Staff are expected to act in a polite, supportive, and professional manner at all times, and in return, they have the right to carry out their duties without fear of intimidation, abuse, or harm.

The nursery operates a **zero tolerance approach** to any form of aggressive, abusive, or inappropriate behaviour. Such behaviour will not be accepted under any circumstances.

Unacceptable behaviour includes, but is not limited to:

- The use of offensive language, including swearing
- Verbal abuse, threats, or intimidation towards staff, children, or other parents
- Physical aggression or violence of any kind
- Racial abuse, discrimination, or harassment of any nature
- Sexual harassment or inappropriate conduct
- Persistent, unreasonable, or unrealistic demands that place undue pressure on staff
- Damage to property or theft
- Attempting to obtain services dishonestly or fraudulently

Loss of nursery place

A positive partnership with parents and carers is built on mutual respect, trust, and open communication. The withdrawal of a nursery place is a serious and rare action and will only be considered as a last resort where the relationship between the nursery and the parent or carer has irretrievably broken down.

Where behaviour places staff, children, or others at risk, the nursery reserves the right to take immediate action, including restricting access to the setting or terminating the childcare place.

Managing Aggressive or Abusive Behaviour

In the event that a parent or carer behaves in an aggressive or abusive manner, staff will take the following steps to ensure the safety of all children and adults within the setting:

- Staff will prioritise the safety of children and remove the situation from their immediate environment where possible. The individual may be directed to a private area, such as an office, where appropriate, or asked to leave the premises immediately.
- A second member of staff will be present where possible to support the situation, while ensuring that appropriate supervision of children is maintained at all times.
- Staff will remain calm and professional, clearly stating that aggressive or abusive language or behaviour is not acceptable and will not be tolerated.
- If the situation does not de-escalate, or if there is any risk to safety, the police will be contacted immediately.
- Where the individual calms down and it is appropriate to do so, staff will listen to their concerns and respond in a professional and constructive manner.
- All incidents will be recorded in detail, including the time, nature of the behaviour, and actions taken.

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Post-Incident Support and Actions

Following any incident, staff involved will be offered appropriate support and reassurance. Management will review the incident and take any necessary action to prevent reoccurrence. Where appropriate, parents or carers may be signposted to additional support services. Repeated or serious incidents may result in formal action, including restricted communication, formal warnings, or the withdrawal of the nursery place.

Staff Conduct

Any employee demonstrating inappropriate or anti-social behaviour will be subject to the nursery's disciplinary procedures.

The nursery reserves the right to implement alternative communication arrangements, including written communication only, where necessary to ensure a safe and professional environment. Any behaviour that may pose a risk to children or staff will be treated as a safeguarding concern and managed in line with the Safeguarding and Child Protection Policy.