



## Conflict Resolution with Parents

At Waltham Pre-school we believe that we have a strong partnership with our parents and an open-door policy to discuss any matters arising (if applicable). In all instances where a parent has a concern or complaint, we encourage our parents to come in and speak with us as the vast majority of instances can be resolved in this way.

In the case of a parent emailing, calling or using social media to complain, the pre-school will follow the Rise

We have a zero tolerance on abusive 'phone calls, emails, social media contact and face-to-face confrontation. Please refer to Page 21 of the [Rise Complaints Policy](#) located on our website.

### Calls of an aggressive/abusive manner

The call taker receiving a call leading to verbally abusive/aggressive behaviour, will remain calm and professional and ask them to call back and make an appointment to speak with management. If the abuse continues the call taker will end the call.

Any abusive calls will be logged with an outline of the conversation.

### Emails of an aggressive/abusive manner

The responder will invite the parents to come into the setting to speak in person, and in all circumstances will aim to reply within 10 working days, as per the Rise Complaints Policy. If the emails persist, management will escalate to Rise Senior Officers. All emails will be kept as evidence until the matter is resolved.

### Social Media

If slanderous or abusive messages that may bring the setting into disrepute, appear on any social media sites we will address these immediately with a request directly to the individual to remove immediately. If slanderous/abusive messages continue, we will escalate to Rise Central Officers who may seek legal action against the complainant.

We encourage our parents to report any instances of negative comments that may affect the reputation of the setting so that we can address matters swiftly.

### On-site Aggression

In the event that any person on the pre-school site starts to act in an aggressive manner, we will:

Pre-school Policy EYFS: 3.80

- 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 whilst continuing to ensure the safe supervision of the children; a member of the senior leadership at school may be called upon to be present.
- Remain calm and professional, making it clear that we do not tolerate aggressive or abusive language or behaviour and if they are not able to do so at this time, then they should leave the premises and arrange a mutually convenient time to reschedule the meeting when they are ready to speak reasonably.
- If the aggressive behaviour continues or escalates and the aggressor does not abide by our policy, we will contact the police in order to ensure the safety of our staff team, children and families.
- If the person is able to communicate effectively and respectfully, a member of staff will listen to their concerns, take notes and try to resolve the issue. They may be invited back, or receive a phone call, at a later date to follow-up on the incident to ensure things remain satisfactory.
- 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 child/ren. Parents will be informed, by the management team, in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff.
- Management will provide support and reassurance to any staff member involved in such an incident and to any children who may have witness the behaviour.
- Management will signpost parents to organisations/professionals that can offer support if applicable.

Data will be processed to be in line with the requirements and protections set out in the UK General Data Protection Regulation.