



Zero Tolerance Policy

At the Life Nursery we have a 'zero tolerance' policy in place to ensure the safety and respect of our staff and their well-being. The staff need to be able to work in an environment without the fear of either verbal or physical abuse and aggressive behaviour from parents/carers and visitors.

The Life Nursery aim to:-

- Create an atmosphere where there is mutual respect
- Ensure a safe environment for all staff by prohibiting threatening, violent or abusive behaviour
- Take action against inappropriate behaviour which may include removing a child from the nursery and/or contacting the police in circumstances where needed
- All our staff aim to be polite, helpful, and sensitive to all family's individual needs and circumstances.

We would respectfully remind parents/carers that our staff team are our greatest asset within the nursery and we want to ensure they feel happy and comfortable coming to work.

In the event that 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 if possible, into the office if staff feel comfortable. Otherwise arrange a suitable time with the director and nursery manager.
- Ensure that a second member of staff is in attendance (Deputy Manager), 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.
- 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 statement 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, by the directors/management, in writing within 3 days of any incident.
- Management will provide support and reassurance to any staff member involved in such an incident.
- Management reserves the right, in line with Safeguarding procedures to ban the abuser from the setting premises until further notice. Alternative suitable arrangements may therefore need to be made in relation to the drop-off and collection of the child.

This policy was reviewed by Louise Gray, Manager – October 2025

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