



## **Triangle Pre-School**

Wesley Methodist Church Hall, Fromond Road, Winchester, Hampshire, SO22 6EG

Telephone 01962 880988

Registered Charity Number: 1033953

### **Safeguarding Staff**

In the situation where a verbally aggressive complaint is made from a parent/carer, no member of staff will continue the conversation.

In the above situation, the member of staff will be joined by a fellow employee, ideally the Manager or Deputy Manager. It will then be explained to the abusive parent/carer that the matter cannot be discussed when they are being verbally aggressive and that they must make an appointment so the problem can be discussed when they are calmer.

If the parent/carer refuses to do this and is still being aggressive then the police will be called.

A report will be made of the incident and signed by both members of staff.

In the event that a parent/carer causes three such incidents then they will no longer be allowed to enter the Pre school and arrangements must be made for somebody else to drop off and collect their child.

In the case of physical attack on a member of staff by a parent/carer the police will always be called. A report of the incident will be made and any injury recorded in the staff accident and incident report book. The parent /carer will be excluded from our setting and will have to arrange for somebody else to drop off and collect their child.

The Pre School reserves the right to exclude any child if their parent/carers behaviour is intolerable. The Management Committee will decide in each case what is tolerable behaviour.

If physical harm is inflicted on a member of staff by a child, the injury will be recorded in the staff accident and injury report book and the parents informed of the injury.



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This policy was adopted at a meeting of Triangle Pre School on : 15<sup>th</sup> June 2022

Signed by .....

Role .....

Date to be reviewed: June 2023