

## **Violence and Aggression Policy**

*Every child deserves the best possible start in life and the support that enables them to fulfil their potential.*

*EYFS Statutory Guidance pg.5*

**Our policy for dealing with acts of violence and aggression is :  
We believe that:**

At Little Rainbows we make safety for all involved with the nursery, children, parents/carers, visitors to the setting, students and staff, our number one priority. Staff are entitled to carry out their work without threat of verbal abuse or physical violence. Any displays of aggression to our staff by a parent or carer, or child will be taken seriously and will be investigated fully, to establish the appropriate action to take. Violence or abuse of any description will not be tolerated

**Our procedures for dealing with acts of violence and aggression is:  
We support this by:**

### **Parents/carers to staff**

- Staff will remain calm and non-confrontational.
- Any children in the vicinity of the aggression will be taken to a place of safety away from the situation
- Staff to call on a colleague to try to help calm the situation.
- If the situation worsens staff must ask the parent/carer to leave the building to calm down.
- If they refuse to leave staff remind that it is a nursery and as such they cannot allow the children or other staff to witness any aggressive behaviour.
- If they do not leave, & you feel the situation warrants it, ask another member of staff who is away from the situation to call the police, 999.
- The incident will be recorded; as soon as possible and within 24 hours, and an investigation will follow to decide on the course of action to take.
- Physical Violence, Verbal or nonverbal abuse by a parent/carer could lead to termination of childcare contract with Little Rainbows

### **Staff to parents/carers or child**

If a parent/carer should experience a member of staff displaying any type of aggressive behaviour they should bring it to the immediate attention of the nursery manager Joanne Alvy and follow our complaints policy and procedure and allegations against persons who work with children procedure