



# Brenchley Preschool

## **Parental Behaviour Policy**

**Rationale :** We believe that staff, parents, carers and children are entitled to a safe and protective environment in which to learn, work and flourish. Any behaviour that will cause alarm, harassment or distress to users of the premises is contrary to the aims of the preschool. As role models, and for the safety and well being of our children, staff, parents/carers and any other visitors are expected to behave appropriately when on the preschool premises.

**Procedures:** The vast majority of parents, carers and other visitors to our preschool set a good example. This policy addresses those rare occasions when behaviour is inappropriate or unacceptable.

**Aims :** That all members of the preschool community treat each other with respect. The expectation that adults set a good example to the children at all times, showing them how to get along with all members of the preschool and the wider community. That no members of staff, parents, carers or children are the victims of abusive behaviour or open to threats from other adults on the preschool premises. Physical attacks and threatening behaviour, abusive or insulting language verbal or written to staff, parents and carers, children and other users of the preschool premises will not be tolerated and will result in withdrawal of permission to be on preschool premises.

**Guidelines and Definitions of Unacceptable Behaviour :** Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of preschool staff are listed below. We consider that aggressive, abusive or insulting behaviour or language from a parent/carer presents a risk to staff and children. Unacceptable behaviour is such that makes a member of staff or child feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). This is not an exhaustive list but does seek to provide examples of unacceptable behaviour.

- Any kind of insult as an attempt to demean, embarrass or undermine
- Any kind of threat
- Raising of voice so as to be intimidating
- Physical intimidation e.g. by standing very close and not respecting personal boundaries
- Aggressive hand gestures or exaggerated movements
- Inappropriate posting on any Social Networking site
- Use of foul or abusive language
- Derogatory, racist or sexist comments
- Any kind of physical abuse
- Allegations which turn out to be malicious

**Procedures to be Followed** : If a parent/carer, visitor behaves in an unacceptable way whilst on preschool premises towards a child, member of staff or another parent/carer the aim will be to direct the parent away from any children. It's important to remain calm and composed. Avoid getting into an emotional exchange or raising your voice. If the situation escalates and they become aggressive and cause disruption politely but firmly state that their behaviour is unacceptable and that they need to leave the preschool premises. Let them know that the situation will be dealt with when things are settled and they are calmer

Once the parent has calmed down, the member of staff will then listen to their concerns and respond appropriately. An incident form will then be completed detailing the date, time, reason and any action taken and we may also notify Ofsted. This documentation can be helpful for future reference or if a formal complaint is filed.

Depending on the severity of the incident staff, children, other parents/carers may require support and reassurance following the experience management will provide this and where necessary further support will also be provided.

Brenchley Pre-school reserves the right, in line with Safeguarding procedures to ban any verbally or physically abusive person from the preschool premises until further notice. Alternative and suitable arrangements may therefore need to be made in relation to the drop-off and collection of the child.

In very extreme circumstances a child maybe excluded from our preschool.

***This Policy was reviewed at a Management Meeting held on 1<sup>st</sup> September 2025***



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Mrs Victoria Relle – Chairman of Brenchley Preschool