



11.4 Zero Tolerance Abuse Policy

Policy Statement:

At 'Above & Beyond Childcare Group' we have a Zero Tolerance Staff Abuse Policy. This is to protect the staff, volunteers and the leadership team against verbal, physical and online abuse. We believe that all children, staff and volunteers within the setting have the right to be protected from verbal abuse (including swearing) and physical abuse or assault, whether directed at, or by witnessing it being directed towards another person in or around the setting. We therefore intend to create an environment in which children, staff and volunteers are free from abuse and treated with respect and in which any suspicion of abuse is promptly and appropriately responded to. We believe we have a strong partnership with our parents and an open-door policy to discuss any matters arising. A zero tolerance poster is displayed on the parent notice board.

Our procedure in the unlikely event that a parent is seen to be abuse or aggressive at the setting is to:

- o Direct the parent away from the children and into a private area such as the office or a vacant room.
- o Ensure that a second senior member of staff be in attendance, where possible whilst ensuring the safe supervision of the children.
- o Maintain a calm and professional and ask the parent to calm down, making it clear that we do not tolerate aggressive or abusive language or behaviour.
- o Contact the police if the behaviour does not diffuse
- o Once the parent has calmed down, the member of staff will then listen to their concerns and respond appropriately
- o An incident form/log will be completed detailing the date, time, reason, and action taken and we may also notify Ofsted.

This policy/procedure has been reviewed in January 2024 in line with the EYFS statutory framework for group and school-based providers.



o Staff /Children/Parents may require support and reassurance following the experience and management will provide this and seek further support where necessary.

o We reserve 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.

o In extreme circumstances a child may be excluded from the setting.

Any online bullying or social media posts, abusive emails and telephone calls will not be tolerated, and the above steps will be actioned if deemed necessary.

| Review date | Manager Signed | Next Review Date |
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