



4. Equal Opportunities

4.6 Zero Tolerance

Policy Statement

At Comeytrowe Under Fives Preschool, we have a Zero Tolerance staff abuse policy towards both verbal and physical 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 or threatening 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.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other	3.4 The wider environment	

Procedure

In the unlikely event that a parent is seen in an aggressive, abusive or threatening manor (both physically and verbally), at the setting our procedure is to:

- Direct the parent away from the children and into a private area such as the office.
- Ensure that a second senior member of staff be in attendance, where possible whilst ensuring the safe supervision of the children.

- Maintain a calm professional manner, ask the parent to calm down and make it clear that we do not tolerate aggressive, abusive or threatening language or behaviour.
- Contact the police if the behaviour does not diffuse.
- Once the parent has calmed down, a member of staff will then listen to their concerns and respond appropriately.
- An incident form will be completed detailing the date, time, reason and action taken and we may also notify Ofsted.
- Staff/Children/Parents may require support and reassurance following the experience, management will provide this and seek further support where necessary.
- Comeytrove Under Fives Preschool 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.
- In extreme circumstances a child may be excluded from the setting.

Links to other policies and forms include:

- 4.1 Valuing diversity & promoting equality
- 4.5 Admissions Policy

This policy was adopted at a meeting of **Comeytrove Under Fives Preschool Management Committee**

Held on:	9th July 2024
Date to be reviewed:	May 2025
Signed on behalf of the Management Committee:	
Name of signatory:	Sarah Greenslade
Role of signatory:	Chairperson



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

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