

## **Complaints - Procedures for dealing with Incidents of Verbal Abuse and Intimidation and Acts of Violence and Aggression towards staff and volunteers**

Wigton Moor Playschool believe that staff and volunteers have the right to be valued and treated with respect. Staff and volunteers will always have a child's best interest at heart and will endeavour to work in partnership with parent/carers to achieve this aim. Parents/carers are made aware of Wigton Moor Playschool's complaint procedure:-

- We do not tolerate verbal abuse, abuse of language, raised voices, physical intimidation and assault against any member of staff.
- If members of staff feel threatened or intimidated during a verbal complaint we reserve the right to ask the parent/carer to leave the premises and to arrange a meeting at a different time to discuss their concerns or issues.
- If a person refuses to leave the premises or is physically violent we will call 999 for police assistance. We would try to calm them down.
- We will always strive to avoid this level of confrontation by remaining calm and in control ourselves.
- All members of staff will support each other.
- We will always try to avoid any form of confrontation in front of the children. We would ask them to go into another room with at least two members of staff.
- Following an incident of verbal abuse and intimidation, Playschool reserves the right to request a meeting between Playschool and the parents/carers. Playschool Supervisor and Chair, and a mediator (staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators) to ensure that any issues or concerns are resolved satisfactorily to all parties to enable the partnership to continue.
- We reserve the right to withdraw a child's place at Playschool after any incident of verbal or physical aggression.

- All incidents of aggression will be documented in Wigton Moor Playschool's Incident book, as required by OFSTED.

This policy was adopted by \_\_\_\_\_ (name of provider)

On \_\_\_\_\_ (date)

Date to be reviewed \_\_\_\_\_ (date)

Signed on behalf of the provider

Name of signatory \_\_\_\_\_

Role of signatory (e.g. chair, director or owner) \_\_\_\_\_

#### **Other useful Pre-school Learning Alliance publications**

- Complaint Investigation Record (2012)