Zero tolerance Policy

Here at Little Elms Preschool, we have a 'Zero Tolerance' policy in place to always ensure our staff's well-being. Our aim to ensure all members of the pre-school community can work, learn, and communicate in an environment free from intimidation, aggression, or harm and to create an atmosphere where there is a mutual respect between all the staff and parents/carers.

All our staff aim to be polite, helpful, and sensitive to all family's individual needs and circumstances. We would respectfully remind parents/carers that our staff team are our greatest asset within the preschool, and we want to ensure they feel happy and comfortable to come to work. The staff understand that there will be times when parents/carers may want to discuss a concern they may have or make a complaint. If this is the case, the team will endeavour to deal with any situation like this in a calm and understanding manner and we would ask that parents/carers would treat the staff in the same way.

Any type of inappropriate behaviour, be it verbal or physical, will not be tolerated and may result in you being asked to leave the nursery and your child's place within the nursery may be cancelled: in extreme cases, the Police may be contacted.

In order for the nursery to maintain good relations with the families on roll we expect:

- That adults set a good example to children at all times, showing them how to get along with all members of the nursery and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the nursery premises.
- No members of staff are made to feel intimated or anxious by other adults
- Physical attacks and threatening behaviour, abusive or insulting language (verbal or written) to staff, parents and carers, children and other users of the nursery premises, will not be tolerated and will result in termination of childcare contracts.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the preschool community: (This is not an exhaustive list but seeks to provide illustrations of such behaviour)

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating
- Behaving in a confrontational manner
- The use of aggressive/rude hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person

- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Any behaviour that compromises the safety or emotional well-being of children or adults
- Persistent or excessive complaints, criticism, or demands that cause stress to staff
- Slandering behaviour aimed to cause harm to the Preschools Reputation
- Inappropriate posting on Social Networking sites which could bring the nursery into disrepute or be deemed as bullying

In the event that any person inside the nursery starts to act in a inappropriate manner, our policy is to:

• Direct the person away from the children and into a private area, such as the office (where appropriate)

• Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children

• Remain calm and professional in order to calm the person, making it clear that we do not tolerate inappropriate behaviour

• If the behaviour continues or escalates, we will contact the police in order to ensure the safety of our staff team, children and families

• If the person calms down and stops the behaviour a member of staff will listen to their concerns and try to resolve the issue

• Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken

• Any inappropriate behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team, in writing within 3 days of any incident that involved inappropriate behaviour to the staff.

• Management will provide support and reassurance to any staff member involved in such an incident

• Management will signpost parents to organisations/professionals that can offer support if applicable

Reviewed By Samantha Willers and Katie Moss – May 2026