

<b>Statutory Framework for EYFS 2017 – Parent Partnership Working</b>
<b>Working Together to Safeguard Children 2018</b>

PROCEDURE	REFERENCE	FORM
<p>Procedure flow chart for managing unreasonable, aggressive, or inappropriate behaviour toward staff - NSPr11</p> <hr/> <p>Concerns Procedure NSPr1</p>		<p style="text-align: center;"><b>Parent Communication Agreement NSF21</b></p> <hr/>

### Managing unreasonable Behaviour

Wellingtons for Langley Hall is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who raise concerns. We do not expect our staff to tolerate unacceptable, inappropriate, or unreasonable behaviour from parents or carers who are not happy with the school's responses or processes. The nursery proprietors and Management Team will take appropriate action to protect staff from that behaviour, including that which is abusive, offensive, or threatening. Although fulfilling a public function, nurseries are private places. The public has no automatic right of entry. We will therefore act to ensure that Wellingtons for Langley Hall remains a safe place for children, staff, and other members of our community.

#### What is unreasonable Behaviour?

Wellingtons for Langley Hall defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'. Complainants are parents, carers, contractors, external visitors to Wellingtons for Langley Hall.

A complaint may be regarded as unreasonable when the person making the complaint: -

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- in the case of a complaint about a member of staff, parent or child and refuses to identify themselves or give sufficient detail about the issue.
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
- refuses to accept that certain issues are not within the scope of a complaint's procedure.
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.

- makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- changes the basis of the complaint as the investigation proceeds.
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the nursery's complaint procedure has been fully and properly implemented and completed including referral to external agencies if/as necessary.
- seeks an unrealistic outcome.
- and/or makes excessive demands on nursery time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically: -

- aggressively.
- maliciously.
- using threats, intimidation, or violence.
- using abusive, offensive, or discriminatory language.
- knowing it to be false.
- using falsified information; and/or
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

### Unreasonable Behavior Procedure

1. If the staff member is made to feel uncomfortable in any manner or if the conversation is not conducted in a civil and respectful way the conversation must be stopped by using the standard response:

Standard Response *“Excuse me, may I stop you there. In accordance with our policy on ‘Unreasonable Behaviour toward Staff’, I am ending this conversation now but will reorganize a time and date to continue our discussion when you have signed the Parent Communication Agreement.”*

2. Wellingtons for Langley Hall reserves the right to ask him/her to leave school premises. If the behaviour escalates to that of a serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed.
3. If parents or carers whose behaviour is unacceptable, inappropriate, or unreasonable, the staff member will need to log the interaction on CPOMS under the category ‘parental interaction’ and advise a member of the Senior Leadership Team.
4. A letter will be written and sent to the parent or carer to arrange or rearrange an appointment or details of a sanction that has been put in place
5. The Parent Communication Code Agreement must be signed by the parent or carer, before the meeting is scheduled to begin
6. **What to do if the agreement has been signed.** Give the office the signed form. The arranged meeting can proceed in a room with CCTV, another member of staff and/or security personal (if deemed necessary)



7. **What to do if the agreement has not been signed.** Let the office know that the form has not been signed. If the agreement is not signed within 2 weeks and the parent or carer will not engage under the terms of the agreement the issue is to be escalated to the Nursery Proprietors. The Proprietors will consult with the Management Team regarding advice given to parents or carers at this point. In the best interests of the child/ren, where the relationship between home and the nursery cannot be effectively re-established, it may be recommended that parents or carers seek another setting in which they can have full trust.

### **Excessive Unreasonable Behaviour**

For complainants who excessively contact Wellingtons for Langley Hall causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This may include, but is not limited to:

- a single point of contact in nursery.
- limited contact, at the nursery's discretion, which could be one telephone call a week;
- conversations may be minuted, at the discretion of the nursery.

Anyone wishing to complain about being sanctioned can do so, by letter or email, to the Nursery Proprietors. Once Wellingtons for Langley Hall's complaints procedure has been completed, no further action will be taken by the nursery.



## **Managing unreasonable, aggressive or inappropriate behaviour towards staff**

Wellingtons for Langley Hall welcomes parent feedback and is committed to dealing with all communication fairly and impartially. We aim to provide a high-quality service to those who raise concerns. However, on occasions, a small number of parents communicate their concerns in an unreasonable, aggressive or inappropriate manner and this policy has been created to explain why this is unacceptable and the action that will be taken if visitors to the nursery behave unreasonably. All staff have the right to feel safe at work and to be spoken to respectfully. This should be read in conjunction with our Concerns Procedure (NSPr1).

We do not expect our staff to tolerate unacceptable, inappropriate, or unreasonable behaviour from parents, carers or any visitor to Wellingtons for Langley Hall who are not happy with the nursery's responses or processes. The nursery Proprietors and Leadership Team will take appropriate action to protect staff from that behaviour, including that which is abusive, offensive, or threatening. Although fulfilling a public function, nurseries are private places. The public has no automatic right of entry. We will therefore act to ensure that Wellingtons for Langley Hall remains a safe place for children, staff and other members of our community.

### **What is unreasonable behaviour?**

Wellingtons for Langley Hall defines unreasonable behaviour as 'that which, is communicated aggressively, maliciously, threateningly, sarcastically and serves to bully or make the recipient feel demeaned, fearful or insignificant'.

Unreasonable behaviour may be defined as:

- refusal to accept that their behaviour has been unreasonable, aggressive, or inappropriate but, instead, deflects by accusing the person they are communicating with of being unreasonable thus changing the focus of attention.
- refuses to co-operate with reasonable requests made by a member of staff.
- introduces trivial or irrelevant information which the parent, carers or visitor expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- makes excessive demands on staff time by frequent, lengthy, complicated, and stressful contact with staff in person, in writing, by email and by telephone.

Behaviour may also be considered unreasonable, aggressive, or inappropriate if the person making the complaint does so either face-to-face, by telephone, handwritten or electronically:

- aggressively.
- maliciously.
- using threats, intimidation, or violence.
- using abusive, offensive, or discriminatory language.
- bullying.
- over-demanding.
- knowing it to be false.
- using falsified information; and/or
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.



### **What is excessive unreasonable behaviour?**

Wellingtons for Langley Hall defines excessive unreasonable behaviour as ‘those who excessively contact Wellingtons for Langley Hall causing a significant level of disruption’. To lessen the impact on staff, we may specify methods of communication and limit the number of contacts in a communication plan.

This may include, but is not limited to:

- a single point of contact in the nursery.
- limited contact, at the nursery’s discretion, which could be one telephone call a week.
- conversations may be minuted, at the discretion of the nursery.

### **What is aggressive behaviour?**

Wellingtons for Langley Hall defines aggressive behaviour as ‘that which, is communicated in a way that is hostile toward another person and instils fear’. This type of behaviour will not be tolerated and the parent or carer will be notified of the sanction that has been imposed.

### **What is inappropriate behaviour?**

Wellingtons for Langley Hall defines inappropriate behaviour as ‘that which, is communicated in a way that is harassing, bullying or abusive toward another person and instils anxiety or panic’. This type of behaviour will not be tolerated and the parent or carers will be notified of the sanction that has been imposed.

Anyone wishing to complain about being sanctioned can do so, by letter or email, to the Head of Nursery or the Proprietor. Once Wellingtons for Langley hall complaints procedure has been completed, no further action will be taken by the nursery.



## Policy for managing serial and unreasonable complaints

Wellingtons for Langley Hall welcomes parent feedback and is committed to dealing with all complaints fairly and impartially. We aim to provide a high-quality service to those who raise concerns or who query the nursery's procedures. Wellingtons for Langley Hall responds to all concerns and queries by inviting parents to meet with us to consider the nature of the concern and to reach a satisfactory outcome. We will not normally limit the contact complainants have with our nursery. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is verbally or physically abusive, offensive, or threatening.

Wellingtons for Langley Hall defines unreasonable or serial complaints as that which hinders our consideration of the complaint due to the frequency or nature of the contact with the nursery. This policy should be read in conjunction with Wellingtons for Langley Hall policy on '*Managing aggressive and unreasonable behaviour toward staff*'.

An unreasonable or serial complaint is where the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance and meeting dates set
- refuses to come to a meeting or does not attend an arranged meeting and does not confirm non-attendance
- refuses to co-operate with the complaint's investigation process
- refuses to accept that certain issues are not within the scope of the complaint's procedure
- insists on the complaint being dealt with in ways which are incompatible with the nursery complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be considered and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, or undermining their role and work or seeking to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the nursery's complaint procedure has been fully and properly implemented and completed
- seeks an unrealistic outcome



- makes excessive demands on school time by frequent, lengthy, and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses sarcastic or patronising communication to undermine the feelings of the staff they are talking to
- uses abusive, offensive, or discriminatory language or violence
- knowingly provides falsified information either verbally or in writing
- publishes unacceptable or false information on social media or other public forums
- Incites other parents by sharing and spreading communications that has not been checked for factual accuracy.

Complainants should try to limit their communication with the nursery that relates to their complaint or query, while the complaint or query is being investigated. It is not helpful if repeated correspondence is sent (either by letter, phone, email, or text), as it could delay the outcome being reached.

Whenever possible, a member of the Leadership Team or the proprietor will arrange to meet a parent to discuss their concerns or queries informally before deciding if the behaviour is unreasonable.

If the behaviour is deemed to be unreasonable the Head of Nursery or the Proprietor will communicate with the complainant explaining that their behaviour is not acceptable and ask them to change it.

For complainants who excessively contact Wellingtons for Langley Hall causing a significant level of disruption, Wellingtons for Langley Hall will make a communication plan specifying method of communication and limit the number of contacts they will respond to.

For parents who refuse to engage with the nursery by making a complaint or raising a concern but refusing to attend a meeting to discuss the matter the actions above will also be considered.

This will be reviewed after six months. If it has not improved, a managed transfer may be discussed with the parents in order for their child to be in an environment where the parent feels they can engage and communicate more effectively and appropriately with the nursery.

In response to any serious incident of verbal or physical aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Wellingtons for Langley Hall and may include arranging a managed transfer for the child.

This nursery policy was adapted from the model policy provided to us by the Department for Education. This policy has now been added to the list of policies on the Laser and is shared with parents.

## Communication with Staff

1	We will treat all nursery staff in a courteous and respectful manner.
2	We will respect the professional judgement of the nursery staff.
3	We will listen to nursery staff's point of view in a respectful manner. We will assume that teacher's intentions are positive and seek to understand their point of view.
4	We will use the nursery email address as a means of communication with staff. We will not write e-mails to members of staff that are rude and abusive, aggressive, or threatening, even if they are veiled threats.
5	We will have the courage to apologise when wrong. We will be truthful when reporting on conversations we have had with members of staff and not embellish or change the meaning of the communication.
6	We will support and trust the nursery staff, acknowledging the nursery's overall aim to develop the complete child.
7	We will support the nursery's guidelines for positive behaviour and encourage our children to do the same.
8	We will be patient and tolerant with nursery staff and if a concern has been raised allow a reasonable time for a response to be given.
9	We will support the nursery's responses and processes that are in place.
10	We will consider our tone of voice and body language when speaking to school staff so that the persons involved are not uncomfortable, anxious, or afraid.