

## **POPPIES DAYCARE NURSERY LTD.**

### **Holiday Club and Before and After School Club**

#### **Aggressive Behaviour Policy**

Poppies does not tolerate from any person, whether a child, parent/carer or visitor: bullying, aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Poppies is a place of safety and security for the children who attend and for the staff who work here.

#### **Unacceptable Behaviour**

Inacceptable behaviour includes but is not limited to the following:

- Shouting at members of staff, whether in person, or over the telephone
- Physically intimidating a member of staff, eg: standing too close or blocking an exit
- Using aggressive or abusive hand gestures, eg: shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal which might make someone feel uncomfortable
- Swearing
- Physical violence: pushing hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments

At Poppies we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

#### **Procedure**

If a child, parent/carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the club, we will take the following steps:

- In order to ensure the safety of the children and to limit the possible distress, we will remove them from the vicinity of the incident
- A Manager or senior member of staff will seek to resolve the situation through calm discussion
- If the individual wishes to make a complaint we will inform them of our *complaints procedure*.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately. Contacting the parents if this is a child in the club
- If the situation is not resolvable with calm discussion, the individual refuses to leave the premises or the behaviour escalates Poppies will contact the police immediately.

When the incident has been resolved, the Manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If it is decided that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban, and its duration.