

## **ABUSE, THREAT, AND VIOLENCE TOWARDS STAFF**

All nursery staff (paid, voluntary and students) have the right to expect that the nursery is a safe place in which to work. Prompt and appropriate action will be taken on their behalf if they are subjected to verbal abuse, threats or violence by parents/carers or other adults within the nursery environment.

We expect mutual respect between staff and parents/carers and other visiting adults and aim to create an environment where conflicts can be resolved sensitively and maturely.

Any incident will be recorded, (Including details of any persons) who witnessed the incident. These records will be securely held by the nursery.

Should the abuse still be evident, or the risk of acceleration possible, the then nursery manager would have to consider withdrawing permission for this adult to be allowed on the premises. This information will be put in writing to the adult. In the most severe cases, police involvement would be the ultimate threat and action.

Anyone who is dissatisfied with the way an incident is dealt with can make a formal complaint against the nursery through our complaint's procedure.

You are at all times entitled to telephone or write to the OFSTED Directorate:

Ofsted Early Years Directorate,  
Tel 0300 123 123  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD