



Oakbridge Little Learners LTD
66-68 Bridge Cross Road
Burntwood, Staffordshire, WS7 2BY
contact@oakbridgellittlelearners.co.uk
01543 686099



Abuse, Threat and Violence Towards Staff

Policy Statement

All staff, including paid employees, volunteers and students, have the right to work in a safe, respectful and supportive environment. Oakbridge Little Learners operates a **zero-tolerance approach** to abuse, threats or violence towards staff from parents/carers or other adults within the nursery environment.

Expected Behaviour

We expect all parents/carers and visitors to:

- Treat staff with courtesy and respect
- Communicate concerns calmly and appropriately
- Work in partnership with the nursery to resolve issues

We aim to resolve disagreements sensitively and professionally wherever possible.

Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Verbal abuse, shouting or intimidation
- Threatening language or behaviour
- Physical aggression or violence
- Harassment, discrimination or persistent unreasonable conduct

Recording Incidents

- All incidents of abuse, threats or violence will be **recorded in writing**, including details of any witnesses.
- Records will be stored securely in line with data protection requirements.

Action and Escalation

Depending on the severity of the incident, the nursery may:

1. Speak to the individual to address concerns and expectations
2. Issue a **formal written warning**



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3. **Withdraw permission** for the individual to enter the nursery premises
4. In serious cases, **contact the police** and/or seek further professional advice

Any decision to restrict access will be confirmed in writing.

Complaints

Any person dissatisfied with how an incident has been handled may raise a formal complaint in accordance with the nursery's **Complaints Procedure**.

Ofsted Contact

Parents and carers may also contact Ofsted directly:

Ofsted – Early Years Directorate

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

Policy Review

This policy is reviewed regularly to ensure it remains appropriate and effective.

Created: August 2015

Reviewed: January 2026