

Aggressive Behaviour from Adults Policy



Kids2Day Pre-School does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our setting is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Verbal abuse, shouting or swearing.
- Threatening language or intimidating behaviour.
- Physical aggression or assault.
- Harassment or discriminatory language.
- Damage to property.
- Aggressive behaviour on social media directed at the setting or its staff.
- Filming or recording staff or children without permission.
- Refusing to leave the premises when requested.

At Kids2Day Pre-School 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 parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the setting, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The 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 encourage them to follow the Pre-School's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

Recording

All significant incidents will be documented, including:

- Date and time.

- People involved.
- What occurred.
- Any witnesses.
- Action taken.
- Any follow-up required.

This will be filed, and securely locked away.

When the immediate 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 we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

Related policies

See also: **Equalities policy, Complaints policy, Safeguarding policy, Data protection policy.**

This policy was adopted by: Kids2Day Pre-School	Date: 04.08.2026
To be reviewed: August 27	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2026)*:
Safeguarding and Welfare requirements: Introduction [3.1 -3.3] and safeguarding policies and procedures [3.4-3.6], Information and record keeping [3.95-3.98]