

Dealing with Unacceptable Behaviour from Adults visiting the setting

As professionals, our staff at YMCA Brunel Group do not believe that they should be placed into a situation where another adult, either visitor or parent, displays threatening, abusive or aggressive behaviour or language to any member of staff or another parent while on our premises. This may be by letter, email, on the phone, by social media, via our on-line learning journal Tapestry or face to face. This may include continual, repetitive or vexatious complaint.

If an adult or parent arrives displaying this negative behaviour face-to-face, or uses any form of contact such as a those mentioned above to be abusive, the following procedures will be followed:

- A member of staff will explain to the adult that a professional dialogue cannot be carried out under these circumstances and explain that if the visitor does not calm down or stop, the contact will be terminated.
- If the visitor does not then conduct him/herself in an appropriate manner, the member of staff will politely but firmly, explain that this is not acceptable and, if appropriate, leave the immediate environment or cease contact on the phone. The staff member will then seek the support of another senior member of staff or trusted colleague
- If the visitor is still conducting himself or herself in a manner unacceptable in the setting environment, the police (Telephone: 999 or 101) will be contacted to remove the person from the building and grounds or ask them to stop this telephone or remote abuse.

We expect our staff to be always treated courteously and with respect by parents and visitors. Violence or abuse, either verbal, written or physical, will not be tolerated under any circumstances.

- These include behaviour or language (either oral or written, including postings on social media by email, or on Tapestry), which may cause a staff member to feel afraid, threatened or abused.
- Other examples of unacceptable behaviour are threats, physical violence, personal verbal abuse, derogatory remarks and rudeness.
- Derogatory comments made on social media or on Tapestry will be removed by the parent or the YMCA administrator.

If a parent/visitor becomes abusive at any time, a letter will be written to the parents/visitors reminding them of this YMCA Brunel Group policy.

This could warrant that parents/visitors are excluded from bringing or collecting their child to and from the setting or making direct contact with us. This would not mean that the child could not continue to attend, just that the abusive parents /visitors would not be welcome on the premises or grounds or to comment on our sites or platform. It is the parent's responsibility to make other arrangements for the child to attend.

All other policies relating to YMCA Brunel Group are available for you to read at the childcare setting or on our web site

Signed on behalf of YMCA Brunel Group
(original signed copy held at registered office)



Mike Fairbeard

Role of Signatory

Chief Executive

Date of Review of Policy

January 2027

Approved by trustees

31st January 2026