

Parental Conflict Resolution Policy

Introduction and purpose

At Little Stars Pre-school we strive to maintain a strong partnership with our parents and operate an open door policy to discuss any matters that may arise.

We aim to prevent conflict arising by:

- Acting professionally and in a trustworthy manner at all times
- Ensuring effective communication with parents
- Recognising sources of parent stress e.g.
 - Individual family circumstances
 - Parent separation anxiety
 - Differing expectations between parents and the pre-school

Conflict Resolution with Parents who may be Challenging

In the unlikely event that a parent starts to act in an aggressive or abusive way at the Pre-school, our policy is to:

- Direct the parent away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Manager will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- Manager will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

Review / Version Control				
Review period - 3 years				
Version	Created	Reviewed	Initials	Changes
Confidentiality Policy (v1.0)	03/2020		DH / AP	

Review / Version Control				
		09/2021	DH AP	No changes
Confidentiality - Oct24 – v2.0	10/2024		DH AP	Changed template and version control. Changes to wording of introduction