

SECTION 4: Best Practice

Conflict resolution with parents who may be challenging

At Stanmore Montessori we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

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

- Direct the parent away from the children and into a private area such as the other hall
- 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
- The manager and owner will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- The manager will also signpost parents to further support where applicable