



Harassment & Bullying Policy

Spice Childcare recognises that children, staff and parents have the right to work and be in an environment where each individual is respected, and is free from harassment and bullying on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief.

Harassment and bullying takes many different forms, and these are a breach of Spice Childcare's Inclusion and Equality Policy. It is classed as a serious offence, which may result in exclusion or dismissal under our Dealing with Discriminatory Behaviour Policy, and our Disciplinary and Grievance Policy.

Any allegations of harassment and bullying will be taken seriously. They will be dealt with immediately, in a prompt, sensitive and unbiased way, by the management.

Records of all allegations of harassment and bullying will be kept in a confidential way.

Abusive parents

At Spice Childcare we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising

In the unlikely event that a parent starts to act in an aggressive way at the nursery our policy is to:

- Direct the parent away from the children and into a private area such as the office
- Ensure that a second member of staff be in attendance, where possible whilst ensuring 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 does not diffuse

- Once the parent calms down, the member of staff will listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- With incidents like this staff may require support and reassurance following the experience, management will provide and seek further support where necessary
- Management will also signpost parents to further support if applicable.

This policy was adopted on	Signed on behalf of the nursery	Date for review
October 2016	Cheryl Adams	September 2017