



Conflict Resolution with Parents and Aggressive Behaviour Policy

At Elite SF, we believe in maintaining a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

If, as a parent, you have any concerns or issues, please follow the **Complaints and Compliments Policy**.

In the case of a parent emailing, calling, or using social media to complain, Elite SF will direct them to the correct procedure for raising a complaint.

We have **zero tolerance** for abusive calls, emails, social media contact, or face-to-face confrontation.

Calls of an Aggressive or Abusive Manner

- The call taker receiving an abusive or aggressive call will remain calm and professional.
- The caller will be asked to follow the **Complaints and Compliments Policy**.
- If the abuse continues, the call will be ended.
- All abusive or aggressive calls will be logged with an outline of the conversation.

Emails of an Aggressive or Abusive Manner

- The responder will ask parents to come into the setting to speak in person, as per our **Complaints and Compliments Policy**.
- If abusive emails persist, the manager may seek legal action.
- All emails will be kept as evidence until the matter is resolved.

Social Media

- If slanderous or abusive messages appear on any social media site, we will address these immediately with a request to follow our complaints procedure.

- We will endeavour to resolve any issue raised through our complaints procedure.
- If slanderous or abusive messages continue, we will seek legal action against the complainant.

Aggressive Behaviour at Elite SF

In the event that any person at Elite SF acts aggressively, our policy is to:

- Direct the person away from children and into a private area, such as the office (where appropriate).
- Ensure a second coach is in attendance, where possible, while continuing to supervise the children safely.
- Remain composed and professional to calm the aggressive person, making it clear that aggressive or abusive language and behaviour will not be tolerated.
- If aggressive behaviour continues or escalates, contact the police to ensure the safety of coaches, children, and families.
- If the person calms down, a coach will listen to their concerns and try to resolve the issue.
- Complete an incident form detailing the time, reason, and any action taken following an aggressive confrontation.
- Any aggressive behaviour from a parent may result in the **withdrawal of their child's place**. Parents will be informed in writing within **3 days** of any incident involving aggressive or threatening behaviour toward coaches.
- Management will provide support and reassurance to coaches involved in such incidents.
- Management will signpost parents to organisations or professionals that can offer support, if applicable.

This policy applies to any visitor or member of the public displaying aggressive behaviour via phone, email, social media, or in person.

Policy Review

This policy is updated at least annually in consultation with coaches and parents or after a serious incident.

Adopted on: 29th December 2025

Signed on behalf of the nursery: J. Bartram

Date for review: 29th December 2026