Zero Tolerance Policy - No Excuse for Abuse

Nanny Plums Nursery Ltd has a ‘zero tolerance’ policy to address the issue of violence, rudeness, aggression and unacceptable behaviour directed towards nursery employees. Staff have the right to work in an environment free from violent, threatening, intimidating or abusive behaviour.

We maintain a clear message to parents, carers and the public that violence, rudeness and aggression towards any nursery employee is unacceptable. Equally, it is unacceptable to display such behaviour in front of, or in the hearing of, any child within the setting.

* Violence and aggression at work:

Any incident in which a person is abused, intimidated, threatened, or assaulted in circumstances relating to their work.

* Physical assault:

The intentional application of force from one person to another, without lawful justification, resulting in physical injury, personal discomfort, or damage to property.

* Non-physical assault:

The use of inappropriate words (including, but not exclusively, verbal/written/social media) or behaviour causing alarm, distress and/or constituting harassment. This includes offensive remarks to staff and/or other service users.

* Persistent unacceptable behaviour:

Refers to behaviour both within one contact and/or several separate contacts over an undefined period (this includes telephone contact)*.*

**Zero Tolerance**

Nanny Plums Nursery Ltd will not accept or tolerate any violence or aggression towards its employees or service users and any such act/behaviour will result in a report being made to the Police. Nanny Plums Nursery Ltd reserves the right to immediately terminate a child’s place where the child’s parents/ carers/relatives/ associates display aggressive, abusive, or intimidating behaviour towards staff or other service users.