

Petworth Primary Nursery

Parent Behaviour Policy



Reviewed:	October 2026
Next Review:	October 2028
Person Responsible:	John Galvin

Inspire, nurture and challenge with JOY at the heart in all we do.

At Petworth Primary Nursery, we value the positive relationships we build with parents, carers and visitors. We encourage strong links between home and nursery and believe children benefit when relationships are respectful and cooperative.

We strive to ensure Petworth Primary Nursery is a place where adults model the behaviour we teach the children — kindness, good manners, calm communication and mutual respect.

Almost all parents and visitors work positively with our team. However, on rare occasions, behaviour falls short of what we expect. This may present as aggression or abuse towards staff, whether in person, over the telephone, in writing, by email, or via social media.

All members of staff have the right to work at Petworth primary Nursery without fear of aggression, intimidation or abuse. The management team and committee have a duty to protect staff and children from such behaviour.

Where concerns arise, actions taken will be fair, proportionate and in accordance with the Equality Act 2010. The progress and wellbeing of the child will always be carefully considered. Parents will have the opportunity to share their views at each stage of the process.

Expected Behaviour

Parents, carers and visitors are expected to:

- Treat staff, children and other families with respect
- Raise concerns through the appropriate complaints procedure
- Communicate calmly and appropriately
- Avoid discussing concerns in front of children
- Follow nursery policies and procedures
- Use appropriate and respectful language in all forms of communication

Definition of Unacceptable Behaviour

We consider aggressive, abusive or insulting behaviour towards staff, children or other families to be unacceptable. Behaviour that causes a member of staff or child to feel threatened, intimidated or distressed will not be tolerated.

This applies to:

- Face-to-face interactions
- Telephone conversations
- Written communication (including email and messaging apps)
- Social media or online platforms

Examples of unacceptable behaviour include (but are not limited to):

- Insults intended to demean, embarrass or undermine
- Threats of any kind

- Raising voices in an intimidating manner
- Physical intimidation (e.g. standing very close, aggressive gestures)
- Use of foul, abusive or discriminatory language
- Physical aggression or assault
- Harassment, including repeated unwanted contact
- Deliberately false and malicious allegations following investigation

Online Conduct

Posting defamatory, threatening or abusive comments about Petworth Primary Nursery, its staff, children or families on social media or online platforms may result in immediate action under this policy.

Petworth Primary Nursery reserves the right to seek legal advice where reputational damage or harassment occurs.

Safeguarding

If a parent's behaviour raises safeguarding concerns — for example, behaviour witnessed by children that causes distress, intimidation, or threats — this will be recorded as a safeguarding concern and managed in line with our Safeguarding Policy.

Where appropriate, concerns may be referred to external agencies.

How Petworth Primary Nursery Will Deal With Unacceptable Behaviour

If a parent/carer/visitor behaves in an unacceptable way, the management team will assess the level of risk before deciding on the appropriate course of action.

The following will be considered:

- What form did the behaviour take?
- What evidence is available?
- What do witnesses report?
- Are there previous incidents?
- Do staff or children feel intimidated?
- Is there any evidence of provocation?
- What is the likelihood of repetition or escalation?

Staff and witnesses will provide written statements. These will be kept securely by the management team. Depending on the level of risk, statements may be shared with the parent upon request.

Immediate Action

In cases of serious aggression, threats, violence, harassment or behaviour that places staff or children at risk, Petworth Primary Nursery reserves the right to move immediately to Step Two or Step Three without prior warning.

Where behaviour constitutes a criminal offence (including assault, harassment, threats of violence or hate crime), the matter will be reported to the police.

Step One – First Incident

A letter will be issued by the Manager or Chair of the Committee outlining:

- The concerns
- The expected standards of behaviour
- A copy of this policy

The parent/carer will be invited to respond in writing within 10 working days.

Where appropriate, a meeting may be arranged to discuss how the situation can be resolved and future incidents avoided.

Step Two – Continued Unacceptable Behaviour

If behaviour continues, a formal meeting will be arranged with the parent, Manager and Chair of the Committee.

Following this meeting, conditions may be imposed, which may include:

- Communication in writing only
- Restricted access to certain areas
- Supervised collection arrangements
- A temporary ban from the premises
- Alternative arrangements for drop-off and collection may be required (e.g. another authorised adult).

Step Three – Persistent or Serious Unacceptable Behaviour

Petworth Primary Nursery will not tolerate persistent or serious unacceptable behaviour.

The nursery may terminate the child's place if behaviour does not improve or if the seriousness of the incident warrants it.

Where a child is accessing funded early education entitlement, Petworth Primary Nursery will seek advice from the Local Authority before terminating the place to ensure compliance with statutory guidance.

Review and Fairness

Parents have the right to make representations at each stage of this process. Decisions will be reviewed by the Chair of the Committee to ensure they are reasonable and proportionate.

The safety and wellbeing of children and staff will remain the overriding priority.