

## Early Bloomers After School Club Adult Aggressive Behaviour Policy

Early Bloomers After School Club does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and for the staff who work here.

**Unacceptable behavior** includes, but it is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, e.g. standing too close or blocking their exit
- Using aggressive or abusive hand gestures, e.g. shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At Early Bloomers After School Club we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

### Procedures

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- To ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the children.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Ofsted, if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay calling 101.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take account of both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

### Related policies

See also: **Equalities policy, Complaints policy, Safeguarding policy.**

This policy was adopted by: Early Bloomers After School Club on 12/09/2014	Review Date: August 2020
To be reviewed: yearly	Signed: Mrs Talvinder Kaur