

THE DEN



Aggressive Behaviour Policy

The Den will not tolerate from any person, whether a parent, carer, child, or visitor: bullying, aggressive, confrontational, or threatening behaviour; or behaviour intended to result in conflict. The Den is a place of safety and security for the children who attend and for the staff who work at The Den.

Unacceptable behaviors

Unacceptable behaviors include, but is not limited to, the following:

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

At The Den we do not tolerate such behaviors whether it is directed at the staff or at any of the children in our care.

Procedure

If a parent/carer or anyone who attends The Den behaves in an unacceptable way towards a member of staff or a child attending The Den, we will take the following steps:

- To ensure the safety of the children and to limit possible distress, we will remove the children from the vicinity of the incident.
- 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 Den'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 immediately.

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 48 hrs while a decision is made. The decision will consider 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/compliments policy**, **safeguarding policy**.

This policy was adopted by: The Den	Date: 3 rd May 2023
Reviewed: May 2024	Reviewed by Pauline Barritt Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare requirements: Introduction [3.2]*.

Also complies with *Keeping Children Safe in Education (2022)*