

Ugborough and Bittaford Pre-School Procedure for dealing with abusive, violent or drunk parents

Fortunately this has never been an issue at our pre-school. However, this situation may arise and the following procedure should be adopted:

- Ensure that all children are safe, including child to be collected, and kept away from the parent/guardian causing concern.
- The acting manager and another supporting member of staff should talk to the parent/guardian to assess the situation.
- If the parent or guardian appears unfit to take their child, e.g. If they are drunk or aggressive, tell the parent we will telephone emergency contact. If emergency contact is unavailable we will contact Social Services. The Manager should also be contacted as soon as possible.
- Ensure that the child to be collected is reassured. It might be appropriate to explain that the parent/guardian cannot collect the child as they are sick. Explain that we will arrange for them to be collected by 'the emergency contact'
- The parent should be encouraged to leave the premises as soon as possible. If there is any resistance and all other options have been tried, tell the parent or guardian that you will have to contact the police.
- The acting manager, in consultation with all staff involved, should complete an Incident report form and RIDDOR report form as soon as possible, after the event.
- Agree plan for further dealings with parent.
- Inform Social services, telephone no.

This policy was adopted at a meeting of _____ name of setting
Held on _____ (date)
Date to be reviewed _____ (date)
Signed on behalf of the management
committee _____
Name of signatory _____
Role of signatory (e.g. chair/owner) _____