**The Robin Montessori**

**Protocol for Addressing Inappropriate Behavior of Parents**

The purpose of this policy is to ensure a safe, respectful, and supportive environment for children, staff, and all members of the nursery community. This policy outlines the procedures for addressing inappropriate behavior by parents or guardians while on nursery premises or during nursery related activities. This policy applies to all parents, guardians and visitors who engage with the nursery.

At The Robin, we place very highly for the mutual respect among staff, pupils, and parents at all times. We believe that fostering respect creates a supportive environment where everyone feels empowered to thrive academically, socially, and emotionally.

**Principles**

1. **Respect and Dignity**

Interactions within the nursery community should be conducted with respect and dignity.

1. **Safety and well-being**

The safety and well-being of the children and staff are of paramount importance.

1. **Clear communication**

Open and clear communication channels are maintained to address concerns and resolve issues effectively.

**Unacceptable Behaviours**

Unacceptable behaviours include, but are not limited to:

* Aggressive or abusive language or behaviour towards staff, children, and other parents.
* Intimidation, threats, or harassment.
* Disruptive behaviour that interferes with the normal operation of the nursery.
* Failure to follow nursery policies and procedures.
* Inappropriate use of social media to air grievances or make disparaging comments about the nursery, its staff, or other parents.
* Any kind of insult as an attempt to demean, embarrass or undermine.
* Any kind of threat.
* Raising of voice to be intimidating.
* Physical intimidation, e.g. by standing remarkably close to him/her .
* Any kind of physical abuse.
* The use of rude or aggressive hand gestures.
* Use of foul or abusive language.
* Shouting either in person or over the telephone.
* Swearing either in person, over the telephone or by email.
* Constant emails and or telephone calls which amount to harassment and intimidation, despite the nursery’s best efforts to address a situation.
* Inappropriate electronic activity including publishing abusive or inappropriate content about the Nursery, teachers, or students on social networking sites such as Facebook, Instagram, and Twitter or in email communication.
* Allegations which turn out to be false or malicious.
* Swearing
* Pushing
* Speaking in an aggressive tone
* Racist comments

**Reporting and Addressing Incidents**

1. **Immediate Response:** if a parent or guardian exhibits inappropriate behaviour, staff members should:
* Remain calm and professional.
* Inform the individual that their behaviour is unacceptable.
* Request the individual to cease the behaviour immediately.
* Request to speak in a civil and private way if children, other parents, or other members of the public are present.
1. **Documentation:** Staff should document the incident as soon as possible, noting:
* The date, time, and location of incident.
* The individuals involved.
* A detailed description of the behaviour.
* Any actions taken by staff.
1. **Notification:** The nursery Management should be notified of the incident promptly. Parent or guardian should be notified by email about the inappropriate behaviour.
2. **Consequences:** Immediate termination of the child’s enrolment in the nursery.

**Conclusion**

The Robin Montessori is committed to creating a positive and respectful environment for all members of its community. By adhering to this policy, we aim to maintain a safe and supportive environment for the growth and development of every child.

**The Robin Montessori reserves the right to terminate a child’s enrolment at any time. Deposit and Fees will not be refunded.**

This policy will be reviewed/ updated as necessary to ensure its effectiveness and relevance.

Policy written in January 2020 by Elisa Fernandez Romero

Policy reviewed and updated in January 2024 by Agnese Mugnai