

# ASK CLUBS

## 10. Aggressive Behaviour Policy

ASK Clubs 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. ASK Clubs is a place of safety and security for the children who attend and for the staff who work here.

### Unacceptable Behaviour

Unacceptable behaviour includes, 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, 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 form of threatening behaviour, both physical and verbal;
- swearing;
- physical violence: pushing, hitting, slapping, punching or kicking;
- spitting; and
- racist, sexist or otherwise abusive comments.

At ASK Clubs we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

### Procedure

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

- in order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident;
- a 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 ASK Clubs' 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; and
- if the individual refuses to calm down or leave the premises, we will contact the police without delay.

When the immediate incident has been resolved, the Owner/Registered Provider 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 into account 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 and Safeguarding policy.**

This policy was adopted by: ASK Clubs	Date: 05/01/21
To be reviewed: 05/01/22	Signed: Mark Stewart

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Introduction [3.2]*