



Relationship Policy

Clyde Nursery Ltd Relationship Policy is derived from the Scottish Social Services Council Guidance.

Clyde Nursery Ltd is always committed to the safe protection of all staff in its service. It therefore adopts a Zero Tolerance stance with regard to physical, verbal, or emotional abuse of any staff member by any other adult.

In the unlikely event that a parent/carer starts to act in an aggressive or abusive way at Nursery:

- The parent/carer will be directed away from playrooms and into a private area, e.g., the Office/Staff Room.
- Two Senior members of staff will act in a calm and professional way and ask the parent/carer to remain calm in order that their concerns can be listened to and responded to appropriately.
- If the parent/carer refuses to remain calm and the aggressive or abusive language or behaviour continues, it will be made clear that aggressive or abusive language or behaviour will not be tolerated in Nursery. The parent/carer will be asked to leave the premises following which the incident will be immediately reported to the relevant authority.
- If the parent/carer refuses to leave the Nursery, the police will be called immediately.
- An incident form will be completed detailing what has happened and any follow up action taken.
- Management will provide any support and reassurance that staff need following the experience and seek further support where necessary.
- On the telephone, staff will ask parent/carer to speak calmly, if this was not followed, staff are encouraged to end the call. The Nursery Manager will then investigate and speak to parent/carer face to face.

If any member of staff is subjected to any of the above behaviours by a child in our care, immediate action will also be taken but with reference to the Positive Behaviour Management Policy. Any act of violence and abuse will be fully investigated, appropriate action taken, and support and assistance given where necessary.

HARASSMENT AND BULLYING

Clyde Nursery Ltd recognises the problems associated with harassment and bullying and is committed to providing an environment in which all individuals can operate effectively, confidently, and competently.

Clyde Nursery Ltd is committed to the elimination of discrimination on the grounds of sex, marital status, age, ethnic origin, nationality, colour, religion, sexual orientation, and disability.

Harassment and/or bullying are not acceptable under any circumstances, either to adults or children who are service users of the Nursery, or to members of staff.

Harassment is defined as any conduct which is unwanted by the recipient, and which affects the dignity of any individual, or group of individuals. Harassment may be repetitive, or an isolated occurrence against one or more individuals. It can be physical, verbal, and non-verbal.

Bullying can take many forms – physical, verbal, or emotional – but it is always a repeated behaviour that makes others feel uncomfortable or threatened. Cyber bullying or online bullying is when one person or a group of people try to threaten or embarrass someone else using a mobile phone or the internet including email, chatrooms, social networking sites and interactive gaming.

- All staff in Nursery should be constantly aware and alert to any harassment or bullying taking place.
- All reports of harassment or bullying will be taken seriously and investigated promptly.
- All occurrences of harassment or bullying will be recorded paying particular attention to any patterns of behaviour or persistent offenders. Strategies will be developed to prevent or diffuse future incidents.
- Any member of staff who believes they have suffered from harassment or bullying should keep notes of the details including date, time, place, name of person(s) causing the harassment or bullying, what happened, name of any witness and any action taken. Any complaints should be made as soon after the event as possible to the member of staff's Team Leader or the Nursery Manager/Director.
- Staff must ensure they do not express any views or comments that are discriminatory, nor must staff appear to endorse such views by failing to challenge discriminatory behaviour. Any staff behaving in a discriminatory way by harassment or bullying will be subject to disciplinary action.
- If any disciplinary action is taken against a member of staff for incidents relating to harassment or bullying, the Company will report the outcome to the Care Inspectorate and to SSSC.

The Company Director/Nursery Manager will keep up to date with legislation and research, including the Scottish Social Services Council Code of Practice for Employers, and support changes to policies and procedures in the Nursery. Staff will be trained in positive behaviour management at relevant in-house or external training courses. Staff will

recognise that codes for interacting with other people varies between cultures. Staff will also be alert to any ignorant or offensive behaviour based on fear or dislike that may be expressed by children, staff, or parents/carers in Nursery.

All employees of Clyde Nursery Ltd will behave in such a way as to promote positive behaviour through adult example and to implement the objectives of this policy.

A copy of this policy is available to view in the Policy Folders held in the Nursery Office and Nursery Playrooms.

Reviewed: January 2026

Date of next review: January 2027

Appendix: SSSC Code of Practice
Positive Behaviour Management Policy (see policy in folder)