

## Conflict Resolution and Aggressive Behaviour

We believe that we have a strong partnership with our service users and with parents and an open door policy to discuss any matters arising (if applicable). If anyone has any concerns or issues they wish to raise with us, then please follow the complaints procedure.

In the case of a service user or parent emailing, calling or using social media to complain, the setting will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

### Abusive Calls

The call taker receiving an abusive call will ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.

### Abusive Emails

The staff member receiving the email will reply with an invitation for the complainant to come into the setting to speak in person, as per our complaints policy. If the emails persist the staff member will seek Senior Management support and may also seek legal action. All emails will be kept as evidence until the matter is resolved.

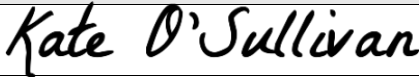

### Social Media

If slanderous or abusive messages appear on any social media sites we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

In the unlikely event that an individual/group starts to act in an aggressive or abusive way at the setting, our policy is to:

- Direct the person/s away from others especially the children and young people, into a private area such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of others in the vicinity especially the children and young people
- Act in a calm and professional way, ask the person/s to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates
- Once the person calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience and seek further support where necessary
- Management will also signpost the person/s to further support where applicable
- Staff will protect the privacy of other service users including the children and young persons in our care and ensure that information regarding the incident is kept confidentially.

This policy was adopted on 20.05.2025 and will be reviewed on or before 20.05.2026

Name and Position	Signed	Date
Kate O'Sullivan Community Association Manager		19 / 06 / 2025
Olive Frances Vice Chair of Trustees		25 / 05 / 2025

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## Document history



SENT

**19 / 05 / 2025**

14:04:02 UTC+2

Sent for signature to Olive Francis (olivehfrancis@icloud.com) and Kate O'Sullivan (kate@ggca.org.uk) from joanne@ggca.org.uk  
IP: 176.26.190.13



VIEWED

**25 / 05 / 2025**

11:00:39 UTC+2

Viewed by Olive Francis (olivehfrancis@icloud.com)  
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SIGNED

**25 / 05 / 2025**

11:00:50 UTC+2

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**19 / 06 / 2025**

09:26:11 UTC+2

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**19 / 06 / 2025**

09:26:22 UTC+2

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The document has been completed.