



Abuse against Staff Policy

Policy statement

At Denmead Day Care, we believe that all employees have the right to be treated with compassion, consideration, and respect. We will not tolerate any instances of abuse against our staff, and the staff recognize their own roles and responsibilities and seek to minimize the risk of such incidents occurring. This policy applies to all staff working on our premises, including external workers hired from outside of the company. The purpose of this document is to prevent, manage and respond to abuse against staff and other members of our community while on our premises.

Employees whose job requires them to deal with the public can be at risk of abuse. Abuse against staff can result in mental and/or physical injury, trauma, or distress, and can cause a ripple effect through to the children in their care. Verbal and physical abuse / threats are the most common types of incidents, but as communication technology develops, the potential for abuse is increasing all the time. While physical abuse is less common, it is not an impossibility. DDC is committed to promoting a culture and environment where abuse to staff in any form is recognized as unacceptable behaviour and will not be tolerated. We will seek to reduce the risks to staff by undertaking risk assessments, and by providing safe systems of work to follow when the likelihood of abuse is present. We will also provide training for staff in safe systems / methods of work and reporting systems, as well as provide support to staff members involved in incidents of abuse at work.

Examples of abuse include, but are not limited to:

- Verbal abuse, including swearing, raised voices and derogatory remarks
- Physical abuse, including threats of harm
- Slanderous remarks on social media forums
- Spreading malicious information about a staff member or the company
- Bringing harmful artefacts to the setting
- Persistent bullying against a member of staff, parent or child at the setting

Any form of abuse by a parent will not be tolerated. If a parent arrives in our setting intoxicated or appears to be under the influence of narcotics, they will be reported to the police, and we will consider them potential perpetrators of abuse. A safeguarding concern will also be filed as the child could be at risk of harm.

If a parent demonstrates abusive behaviour to a member of staff, a parent, or child on the premises, they will be called in for a discussion about their behaviour and put on a formal warning. If this behaviour persists, then the setting reserves the right to refuse care to a child and will report their concerns to the appropriate authorities as per our Safeguarding Policy.

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