



GLEN URQUHART CHILDCARE

Scottish Charitable Incorporated Organisation SC024692

ZERO TOLERANCE POLICY **AND PROCEDURES**

1.0 INTRODUCTION

- 1.1 The Glen Urquhart Childcare Centre (GUCC) takes the health, safety and welfare of all of its Centre users extremely seriously. The GUCC Trustees do not accept that members of staff, or any Centre users should be subject to verbal abuse or physical violence of any nature.
- 1.2 Any abuse will be treated extremely seriously and may result in criminal charges being brought or access to GUCC building or services being restricted/withdrawn.
- 1.3 The GUCC operates a zero tolerance policy (no exceptions) towards abuse and the procedures identified will be followed after all incidents.
- 1.4 GUCC. defines an incident of violence or aggression as:
“any incident in which a member of staff or person working in GUCC is verbally abused, unfairly represented, threatened or physically assaulted by a parent, carer, guardian, relative or member of the public in circumstances relating to his or her employment”.

2.0 SCOPE

- 2.1 This policy and procedure relates to incidents of abuse, violence or aggression towards
 - Staff working for Glen Urquhart Childcare Centre
 - Volunteers working for Glen Urquhart Childcare Centre
 - Trustees working for Glen Urquhart Childcare Centre
 - Children and parents attending the Centre

Whether from parents, carers, relatives, guardians, visitors or other members of the public accessing GUCC services.

3.0 RESPONSIBILITIES

3.1 The overall responsibility for these procedures lies with the GUCC Trustees.

3.2 Centre Manager Responsibilities

- Ensuring that staff are aware of this policy and arrangements and understand the methods of reporting incidents.
- Implementing the procedures of this policy as necessary.
- Taking all reported incidents of abuse at work seriously.
- Providing immediate support to staff who experience abusive, violent or aggressive incidents, or are unfairly represented.
- Ensuring risk assessments are completed.
- Ensuring that staffing is appropriate at times of high risk.
- Implementing procedures, safeguards and safe systems of work into practice which are designed to eliminate or reduce the risk of violence or aggression towards staff.
- Monitoring the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Reporting to GUCC Trustees regarding incidents and effectiveness of preventative measures.

3.3 Staff Responsibilities

- Comply with policy and related procedures and co-operate with centre manager on all health and safety matters.
- Take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work.
- Advise centre manager of any concerns, risks, or incidents.
- Report all incidents of violence and aggression.
- Attend appropriate training.
- Support colleagues who have been the victim of a violent incident or a witness to it.
- Co-operate fully in any subsequent investigation of an incident.

4.0 PROCEDURE

4.1 If a parent, carer, guardian or relative is violent or aggressive they will be told what is considered unacceptable behaviour and its possible consequences.

4.2 Involving the Police and Prosecution

The police will be contacted after every incident of violence or abuse towards a member of GUCC staff. If the member of staff is unable to contact the police the Centre Manager will do so on their behalf.

If the centre manager is the one affected the Trustees will provide appropriate support.

4.3 Withholding services

The GUCC reserves the right to refuse access to services if any parent, carer, relative or guardian abuses any member of GUCC staff, or acts in a way that unfairly represents staff.

After any incident the perpetrator will be refused access to the building and must find an alternative person to drop off and pick up their child from GUCC until the Centre Manager informs them in writing that the situation has been resolved and they may resume accessing the GUCC.

During any police investigation the alleged perpetrator will be refused access to the building and must find an alternative person to drop off and pick up their child from GUCC.

If any parent, carer, guardian or relative continues to abuse GUCC staff or is found guilty of an offence regarding abusing GUCC staff members the Trustees may take the decision to refuse provision of childcare. The Trustees can take this decision regarding all privately funded childcare provision (i.e. Breakfast Club, After School Club, Early Learning and Childcare and Holiday Club). Decisions regarding exclusion from funded nursery sessions will be taken in conjunction with Highland Council Childcare and Early Education Office, following current Highland Council policy.

Any parent withdrawing their child in a “heat of the moment scenario” will meet with the Trustees and Manager to ensure they fully understand policy and procedures before re registering. Highland Council will be informed.

The Trustees decision regarding refusal of privately funded sessions is final.

5.0 INCIDENT REPORTING

All incidents of violence and aggression must be reported on the Incident Report Forms within 24 hours of any incident.

6.0 INCIDENT ANALYSIS

An incident analysis should occur to include the Centre Manager (if appropriate), and Chair. This should be carried out as soon as possible but ideally within 7 days post incident. A record of the discussion and action plan (if required) should be kept.

Staff should be kept informed of any actions taken especially if they are absent from work following the incident.

The incident should be reassessed prior to the individual returning to work to ensure that they feel they are coming back to a safer working environment.

7.0 REFERENCES

Health & Safety Commission. Management of Health & Safety at Work Regulations 1999

Reviewed by: Sian Tembo (Manager)
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