Aggressive Behaviour Policy

Funtastic Kids does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour intended to result in conflict. Our clubs/camps are places 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 on the telephone
- Threatening, abusive or intimidating online communications, including email and social media communication
- 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 threatening behaviour, both physical and verbal
- Swearing
- Spitting
- Physical violence: pushing, hitting, slapping, punching or kicking
- Racist or sexist or otherwise abusive comments

At Funtastic Kids we do not tolerate such behaviour whether it is directed to the staff or any 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 the club/camp, we will take the following steps:

1. In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
2. The Supervisor or senior member of staff, alongside another member of staff acting as a witness, will seek to resolve the situation through calm discussion using a private area wherever possible. At this point, the supervisor will notify the managers via the Whatsapp group for assistance and advice.
3. If the individual wishes to make a complaint we will encourage them to follow the club's/camps complaints procedure, or to complain directly to Ofsted if they so choose. Details of these are found on site at the entrances to our clubs and camps.
4. If the individual continues to behave in a aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
5. If the individual refuses to calm down or leave the premises, the Supervisor will contact the police without delay.
6. After the incident, the Supervisor will complete an incident log putting the adult's name and child's underneath. This will then be sent to the managers.

When the immediate incident has been resolved, the Supervisor and staff will reflect on the incident alongside Senior staff/Directors, and decide whether it is appropriate to ban the individual/s from the

premises for a period of time/permanently. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

When the incident has not been conducted face to face, such as email correspondence, the manager or staff member will seek to resolve either matter through correspondence and invite the individual to discuss the matter in person, if appropriate and safe to do so. The manager will then continue with steps 3 and 4 onwards of the process as outlined above.

If we decide a ban is appropriate we will write to the individual/s concerned to inform them of the reasons for the ban and its duration.

Related Policies: Equalities, Complaints and Safeguarding Policy

This Policy was adopted by: Funtastic Kids	Date: October 2026
To be reviewed: October 2027	Signed: Louise Holloway (Director)

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2026): Safeguarding and Welfare requirements: Introduction [3.1, 3.2, 3.3], Safeguarding policies and procedures [3.4-3.6], Organising premises for confidentiality and safeguarding [3.89].*