Mutual Respect Policy

Statement of intent

Once upon a time is committed to providing a safe, inclusive and nurturing environment where children, families, staff and visitors are treated with dignity and respect.

We want every member of our team to feel safe, valued and supported at work. We do not tolerate bullying, harassment, sexual harassment, discrimination, intimidation, threats or abusive behaviour, whether from colleagues, managers, parents, carers, visitors, contractors or other third parties.

Mutual respect underpins everything we do and supports children's emotional wellbeing, learning and development.

Aims

This policy aims to:

- Promote kindness, respect, equality and inclusion.
- Ensure children feel safe, valued and supported.
- Set clear expectations for respectful behaviour across our nursery schools.
- Prevent and respond to bullying, harassment, sexual harassment, discrimination and abusive behaviour.
- Protect staff from unacceptable behaviour, including behaviour from parents, carers and visitors.
- Provide clear procedures for reporting concerns, responding to incidents and preventing further harm.

Methods

Scope

This policy applies to:

- All children attending the nursery.
- All staff, students, volunteers and agency staff.
- Parents, carers and family members.
- Visitors and professionals working with the nursery.

Legal and statutory framework

This policy is informed by:

- The Early Years Foundation Stage (EYFS) Statutory Framework.
- The Equality Act 2010.
- The Children Act 1989 and 2004.
- United Nations Convention on the Rights of the Child (UNCRC).
- British Values, including mutual respect and tolerance.

What mutual respect means

Mutual respect means:

- Treating everyone fairly, kindly and without unlawful discrimination.
- Valuing differences in culture, language, religion, ability, family structure, and background.
- Listening to others and acknowledging their feelings and views.
- Using polite, appropriate and non-threatening language.
- Respecting personal space, belongings and boundaries.
- Raising concerns constructively and respecting others, even when there is disagreement

Promoting mutual respect among children

We promote mutual respect by:

- Modelling respectful behavior.
- Teaching children about feelings, empathy and kindness through play and discussion.
- Encouraging sharing, turn-taking and cooperation.
- Using age-appropriate language to help children resolve conflicts.
- Celebrating diversity through books, activities and experiences.
- Supporting children to express their emotions safely.

Children are never labelled or shamed. Behaviour is viewed as a form of communication, and staff respond with understanding and guidance.

Expectations of staff

All staff are expected to:

- Always treat children, families, and colleagues with dignity and respect.
- Act as positive role models.
- Communicate professionally, calmly and respectfully.
- Challenge discriminatory or inappropriate behaviour where safe and appropriate.
- Follow nursery policies and procedures.
- Maintain confidentiality and respect privacy.
- Report bullying, harassment, sexual harassment, threats or other unacceptable behaviour

Harassment or bullying by staff will be taken seriously and may result in action under the nursery's disciplinary procedures, up to and including dismissal where appropriate.

Expectations of parents, carers and visitors

We expect parents, carers and visitors to:

- Treat staff, children and other families with courtesy and respect.
- Communicate concerns calmly and appropriately.
- Follow nursery policies and procedures.
- Refrain from aggressive, abusive, threatening, discriminatory, harassing or sexually inappropriate behaviour.

We recognise that parents may sometimes be upset or disagree with a decision. Concerns and complaints are welcome, but must be raised respectfully.

Unacceptable behavior towards staff or others will be taken seriously. This could include restricted access to the premises, arrangement of alternative communication mthods or termination of the child's place at our nursery.

Preventing harassment and protecting staff

We are committed to taking all reasonable steps to prevent sexual harassment and to protect staff from harassment by colleagues and third parties, including parents, carers, visitors and contractors.

We will take practical steps appropriate to our settings, which may include:

- Assessing harassment risks and reviewing them following incidents or changes in working arrangements.
- Providing appropriate training and guidance for staff and managers.
- Ensuring staff know how to report concerns, including directly to a Director if their Manager is involved.
- Recording incidents, reviewing patterns and taking action to reduce further risks.
- Setting clear expectations for parents and visitors through this policy.
- Taking appropriate action when unacceptable behaviour occurs and reviewing whether further preventative measures are needed.

We will consult staff about their experiences and review whether our measures are effective.

Reporting concerns and managing incidents

Staff who experience or witness unacceptable behaviour should report it as soon as reasonably possible to their Nursery Manager or directly to a Director if their Manager is involved.

Parents and visitors may raise concerns through the nursery's usual complaints procedure, but complaints must be made respectfully.

All reports will be taken seriously and handled sensitively. Depending on the circumstances, reports will:

- ★ Be recorded and investigated appropriately.
- ★ Records of any incidents will be kept in our complaints file.
- ★ Support will be offered to those affected
- ★ Actions will be proportionate, fair, and in line with other nursery policies.
- ★ Set boundaries on contact with a parent or visitor, or involve external agencies where necessary.
- ★ Review the incident and take steps to reduce the risk of recurrence

Links to other policies

This policy should be read alongside:

- ★ Equality, Diversity and Inclusion Policy.
- ★ Safeguarding and Child Protection Policy.
- ★ Complaints Policy.

- Whistleblowing policy.
- Behavior Management Policy.

Staff should also refer to their staff handbook for expected conduct.

Monitoring and review

This policy will be reviewed at least annually, following relevant incidents, or when legislation or nursery practice changes. We will review incident records, staff feedback, training and risk assessments to evaluate the effectiveness of our measures and identify improvements.

This policy was adopted by Once upon a time nursery school

Date: **16 October 2026**

Amended on:

Signed on behalf of the nursery

To be reviewed: **Annually or sooner if any matters arise**