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Nursery Policy on disputes/disagreements between parents

No one on Training Depot Day Nursery's staff is to ever accept being asked to deceive or deny a situation by a parent to another parent.

When there are disputes between parents or partners, carers, they will be asked if they would like support from outside agencies eg Luton Family Partnership. If the Safeguarding officer felt that the dispute between the parents is having a negative impact on the child's wellbeing then a referral to the MASH team will be made, this will be discussed with the parents as long as this does not put the child in significant harm.

Both parents agree joint access at enrolment

Both parents' details will be listed on the registration form.

1. If instruction is given to the Nursery by one parent to stop the child being collected by the other listed parent on registration form. – **A court order / child protection order is requested by Nursery to implement this.**
2. If a request is made to the Nursery by one parent asking for information not to be passed onto the other parent i.e. that the child has changed their sessions, the child is leaving etc... **The request will be denied.**
3. If a request is made to the Nursery by one parent that nursery staff are to deny information or not confirm information when requested by the other parent to confirm the information. **The request will be denied.**
4. Where a dispute exists between parents, Nursery staff are not to be messenger between them. **Parents are asked to directly speak to each other and Nursery will NOT be involved in their discussions.** Junior staff will direct parents to the office for this to be explained.

Single parent request sole access at enrolment

Only one parent's details will be listed on the registration form.

1. **No** details to be taken of other parent.
2. If the single parent would like the other parent to be allowed access to the child, collect the child, the parents details are to be added to the registration form and in addition **the registration form is to be signed and dated again by the original single parent to confirm they have made the changes.**
3. A subsequent dispute between the now joint access for both parents, if the originally single parent or the additional parent give instruction to the Nursery to stop the child being collected by the other listed parent on registration form. – **A court order / child protection order is requested by Nursery to implement this.**

Reviewed in July 23 by Mrs Sandhya Godhania