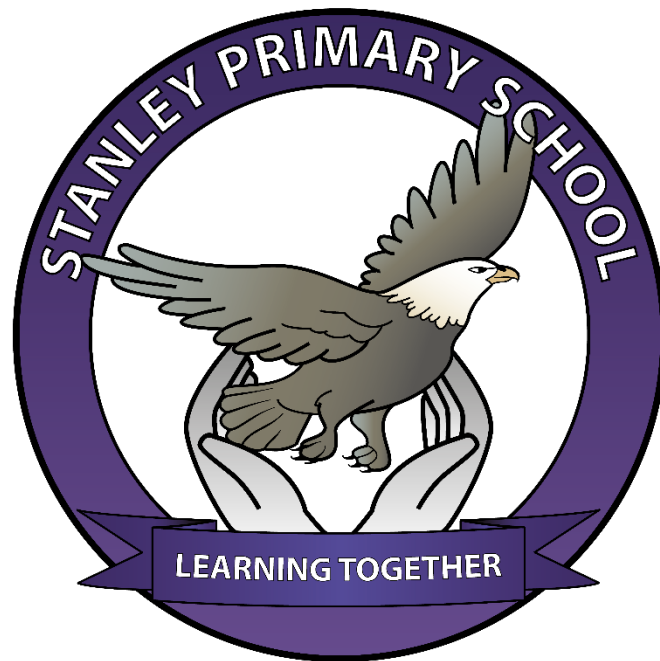


# STANLEY PRIMARY SCHOOL



## ZERO TOLERANCE POLICY

Approved by:	Headteacher	Date: August 2023
Last reviewed on:	May 2026	
Next review due by:	May 2029	

## INTRODUCTION

All members of a school community are entitled to be able to work, study or visit without fear of verbal or physical assault or fear of assault. It is the purpose of this policy to promote and support this entitlement and provide guidance to all school stakeholders as to how this might occur. The principles below will be recognised and put into practice in contacts between school and parents. Stanley Primary School operates a Zero Tolerance Policy towards breaches of the principles.


## UNDERLYING PRINCIPLES

### Underlying Principles

- The relationship between parents/visitors and this school are greatly valued; partnership working is seen as enhancing the education of pupils in the school.
- Parents and visitors are welcome to come into school to discuss matters of concern with members of staff.
- All meetings held in school are by mutual consent.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School staff and parents/visitors will act reasonably and responsibly in dealing with issues of concern.
- Parents with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school staff.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- Parents should allow the school a reasonable period of time to investigate complaints/ concerns, in compliance with the school's complaints procedures.
- Acts of an intimidating or threatening nature will not be tolerated.
- Offensive or abusive language will not be tolerated.
- The school will not tolerate the use of mobile phones, the email system, the internet or the intranet for illegal or inappropriate activities such as siting confidential information about other employees, the school or its customers or suppliers.

Visitors are monitored and are always escorted while on the premises. Hosts are responsible for visitors during their stay.

If a visitor enters the premises and refuses to leave, this behaviour may give rise to a criminal offence. Staff will request the person to leave the premises but should not place themselves in a position of risk. If violence is threatened, if there is a breach of the peace, or a likelihood of this, the police will be informed by an emergency call.



Meetings with parents or visitors will be through an appointment system for general enquires, support and advice. However, it is recognised that emergency meetings may need to be convened at short notice and in this case all parties will endeavour to meet at the earliest opportunity.

Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated and the parent/ visitor asked to leave the premises. Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings (through the Legal Services Department) to ban persons acting in such a manner from the school premises.

**Please see the guidance below for situations that may arise:**

**An adult is rude or aggressive towards staff in the classroom whilst children are present.**


The person will be asked politely to leave the room and take their concerns to the Headteacher or member of the SLT. Staff can radio for SLT. The teacher will move towards the door, encouraging the person to step outside the classroom. Should the person refuse to leave the classroom, the children will be taken to a nearby classroom and he/she left alone in the room. The Headteacher/ member of Senior Leadership Team will talk to the person involved; if they are still behaving in an aggressive manner the police will be called. At any point if the person is physically aggressive towards any staff member the police will be called immediately. In all cases of physical aggression/violence towards staff, Governors and Synergy Education Trust will be informed and action will be taken to prevent that person from having access to staff in school again.

**An adult is rude or aggressive towards a member of staff who is alone in their classroom (or any other part of the school, including the playground).**

The member of staff will excuse themselves immediately and go to or radio the Senior Leadership Team. The Headteacher/member of Senior Leadership Team will talk to the person involved; if they are still behaving in an aggressive manner the police will be called. At any point if the person is physically aggressive towards any staff member the police will be called immediately. In all cases of physical aggression/ violence towards staff, Governors and Synergy Education Trust will be informed and action will be taken to prevent that person from having access to staff in school again.

**An adult is verbally abusive on the telephone (including swearing at staff).**

Any call in which the person is being abusive or swearing will not be passed on to another member of staff. The member of office staff or whoever has taken the call will inform the person they are not able to pass the call on and he/she should put their concerns in writing to the Headteacher. If the person continues to be abusive or swear the staff member will then inform him/her she is putting the telephone down. The Headteacher will be informed and a letter will be sent to the person reminding them of this policy statement and expressing our concern at the way our staff were spoken to. This will be followed up if



necessary by a letter from the Chair of Governors. Advice will be sought from Synergy Education Trust as to appropriate action to be taken against the person involved.

**A threat is made towards a member of staff, either face to face, by telephone or in writing including through the use of Social Media.**

All threats to staff will be reported to the police, the Chair of Governors and Synergy Education Trust. Trust and Police advice will be followed which may result in a ban from the school premises. The parent involved will be informed of this action through a letter.

**An adult has asked to see a member of staff either early in the morning or well after school has finished.**

At all times staff should arrange meetings with adults whilst there are other staff on the premises. Should a person request a late or very early meeting time, a member of Senior Leadership Team will always be available on the premises whilst visitors are in school. Staff should ensure they meet with adults who appear upset in an open area where there are other people around; they should not enter a room first, as that would enable the person to block the door and hence the exit. Where staff are at all concerned about meeting an adult in school, arrangements will be made so two members of staff are available for the meeting.

**Visiting Family Homes**

Appropriate risk assessments are in place to safeguard staff on such occasions. If home visits are undertaken a record must always be made of the visit. If staff from school accompany children home or conduct a home visit they will always do so in pairs. Any visits which give rise to concern are discussed with the line manager and consideration will be given as to whether home visits to that family are appropriate.

## **MONITORING ARRANGEMENTS**

A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.

We will notify parents of this policy through display of our poster in prominent positions around the school (see appendix 1)

All incidents will be evaluated as to how they were dealt with in order to identify any areas for improvement.

This policy will be reviewed on an annual basis or when legislation makes this necessary.

## **LINKS TO OTHER POLICIES**

- Visitor Policy
- Staff code of conduct
- Child Protection and Safeguarding Policy

Appendix 1



**NOTICE TO  
ALL PARENTS AND VISITORS  
STANLEY PRIMARY SCHOOL**

Would like to remind all its parents and  
visitors that this is a

**ZERO TOLERANCE ZONE**

**Inappropriate language, threats or acts of  
aggression towards staff will not be tolerated on  
these premises.**

Anyone behaving in such a way will be asked to leave  
and their behaviour may be reported to the police

