ECCLESTON PRIMARY SCHOOL

incorporating

Beechbuds Pre-School

Policy Relating to the Behaviour of Adults on Site (Zero Tolerance)

Inspiring independent learners to thrive in a changing world

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 an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. It is the purpose of this policy to promote and support this entitlement and provide guidance to all stake holder as to how this might occur.

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 meeting 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 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 citing confidential information about other employees, the school or its customers or suppliers
- The school will not tolerate the use of social media for defamatory comments or opinions about the school or its stakeholders

Policy

The above principles will be recognised and put into practice in contacts between schools and parents. Eccleston Primary School operates a Zero Tolerance Policy towards breaches of the above principles.

While school is in session, entry for visitors is restricted to a single point, manned at all times. When this is not possible visitors should ring the reception bell to gain attention.

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 enquiries, 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 will 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.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school. Parents have the right of appeal by writing to the Chair of Governors within ten days of a legal ban.

Defamatory, intimidating or threatening comments made on social media about the school, or its stakeholders could result in a ban from the school social media platform and if appropriate the school will refer to the Legal Services Department.

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

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

Review of Policy Relating to the Behaviour of Adults on Site (Zero Tolerance)
Reviewed: November 2026
Next Review Date: November 2027