

Date: September 2025
Review: September 2026

Primrose Hill School Behaviour of Adults on Site (Zero Tolerance) Policy



BEHAVIOUR OF ADULTS ON SITE (ZERO TOLERANCE) POLICY

Introduction

All members of the school community are entitled to work, study, or visit without fear of verbal or physical assault, harassment, or intimidation. It is an offence under **Section 547 of the Education Act 1996** for any person (including a parent or visitor) to cause a nuisance or disturbance on school premises. This policy aims to promote a safe and respectful environment for all stakeholders and provide clear guidance on expected behaviour.

Underlying Principles

- The relationship between parents, visitors, and the school is highly valued, as partnership working enhances the education of pupils.
- Parents and visitors are welcome to discuss matters of concern with staff through appropriate channels.
- Meetings must be scheduled by mutual consent, except in cases requiring urgent intervention.
- All meetings should take place in an atmosphere of mutual respect and trust.
- School staff, parents, and visitors must act reasonably and responsibly when addressing concerns.
- Parents with concerns about pupils other than their own should address them with school staff, not other parents or children.
- All parties should allow the school a reasonable period to investigate concerns, in line with the school's Complaints Policy.
- Acts of intimidation, threats, harassment, or violence will not be tolerated.
- Offensive, defamatory, or abusive language (including via social media) will not be tolerated.
- The misuse of mobile phones, emails, or the internet to share confidential or inappropriate content regarding the school or its stakeholders is strictly prohibited.

These principles apply to all interactions between the school and parents/visitors. Euxton Primrose Hill Primary School operates a Zero Tolerance Policy towards breaches of these principles.

Visitor Access & Conduct

- While school is in session, visitor entry is restricted to a single monitored access point.
- Visitors must sign in and wear identification while on site.
- Visitors must be escorted beyond reception unless explicitly authorised by senior staff.
- Unauthorised persons refusing to leave the premises may be committing a criminal offence.
- Staff must not place themselves at risk if a visitor becomes aggressive. If violence is threatened, the police will be contacted immediately.

Meetings with Parents & Visitors

- General enquiries, support requests, or complaints should be addressed through scheduled appointments.
- Emergency meetings may be arranged at short notice where necessary.
- If a parent or visitor behaves inappropriately during a meeting, it will be terminated immediately, and they will be asked to leave the premises.
- Where conduct is severe, the police may be informed, and the school may initiate formal exclusion from the premises.

Banning Individuals from School Premises

- If a parent or visitor's behaviour is deemed unacceptable, the school may issue a formal ban in consultation with legal services or the local authority.
- Any ban will be communicated in writing, outlining the reason and duration.
- If necessary, a Risk Assessment will be completed to determine further action.
- Parents have the right to appeal a ban by writing to the Chair of Governors within 10 working days. Appeals will be reviewed in line with the school's Complaints Policy.

Social Media & Online Behaviour

- Defamatory, intimidating, or threatening comments made on social media about the school or its stakeholders may result in action being taken, including a ban from school premises.
- The school reserves the right to refer serious online abuse to the police, legal services, or safeguarding authorities.
- Parents and visitors are encouraged to raise concerns through formal channels rather than online platforms.

Incident Reporting & Record-Keeping

- A record of all incidents involving intimidation, threats, or violence towards staff, pupils, or visitors will be maintained.
- Incident records will be retained for an appropriate period in accordance with GDPR and safeguarding regulations.
- Where necessary, incidents will be reported to governors, legal services, or external authorities (e.g., police, local authority safeguarding teams).

Staff Protection & Wellbeing

- Staff experiencing harassment, abuse, or threats will be supported in line with the Staff Code of Conduct and Wellbeing Policy.
- The school will provide access to counselling services, union support, or occupational health referrals where required.

Policy Review & Communication

- This policy will be **reviewed annually** or sooner if legislative changes occur.
- The school will notify parents and stakeholders of this policy regularly through newsletters, the school website, and induction materials.