

<b>Owner</b>	<b>Principal</b>
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<b>Audience</b>	<b>All</b>



# **Zero Tolerance Policy**

**(linked with the Code of Conduct)**

## Zero Tolerance Policy

Dear Parents/carers,

The Governing Body of Harrow Gate Primary Academy operates a zero tolerance policy towards aggressive and abusive behaviour towards staff, pupils, parents / carers, volunteers and visitors. Whilst we are here to help you, we ask that you treat our staff with respect in the manner you would wish to be treated yourself. ***Please read the Parents Code of Conduct for a clear outline of our expectations.***

You will be asked to leave the premises if your behaviour is deemed to be threatening, or abusive. We are prepared to call the police if verbal or physical harassment occurs. We may also take action to ban parents / carers from the school grounds if necessary.

Parental contact with the academy is welcomed provided it is within our usual school guidelines, which are summarised below:

- Parents are welcome in our academy to support their child's education.
- Parents needing to talk to teaching staff will usually find it easiest to see them at the end of a day. If you need to talk to them for longer than a few moments then it would be best to make an appointment.
- All contact between 9.00a.m and 3.15 p.m. must go through the main office.
- Staff of Harrow Gate Primary Academy work to promote education for all children and have a right to do so without being subjected to abusive behaviour.
- Abusive behaviour is not acceptable no matter what the circumstances and action will be taken against offenders.

Action will be taken against any person/s involved in unacceptable behaviour. This includes any of the following:

- Shouting at staff
- Raising your voice
- Swearing
- Intimidating staff
- Rallying other parents to become involved in intimidating behaviour
- Publically voicing unsubstantiated claims about staff, children or the academy.
- Using racist or sexist terms
- Using violence
- Taking alcohol or drugs on the premises
- Wilful damage to practice property
- Theft
- Threats or threatening behaviour

This list is not an exhaustive list but seeks to provide illustrations of such behaviour that is not acceptable to us.

## Harrow Gate Primary Academy Policy on managing aggressive behaviour from parents and visitors to our school

### Statement of principles

The governing body of Harrow Gate Primary Academy encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff within our usual school guidelines.

- Whilst we are here to help you, we ask that you treat our staff with respect in the manner you would wish to be treated yourself.
- Parents are welcome in our academy to support their child's education.
- All parents and their children have the right to enter the school premises without fear of violence and abuse from another adult.
- Parents have licence to enter the site to pick up and drop off their child
- Parents have licence to come to the main office to make appointments, pay for lunches collect poorly children and inform us of absence etc
- Parents can expect to be treated respectfully and sensitively by staff members
- Parents needing to talk to teaching staff will usually find it easiest to see them at the end of a day. If you need to talk to them for longer than a few moments then it would be best to make an appointment.
- All contact between 9.00a.m and 3.15 p.m. must go through the main office.
- Parents with complaints are asked to make an appointment for a longer meeting with the teacher in the first instance (as part of the complaints procedure) if they are not satisfied with the response or decision they can then make an appointment to see the team leader, following this an appointment can be made to see the Vice Principal or Principal. This ensures that all parties concerned have time to consider the complaint and their actions without it becoming an argument, a dispute or becoming abusive.

### ***All members of staff have the right to work without fear of violence and abuse***

- Staff of Harrow Gate Primary Academy work to promote education for all children and have a right to do so without being subjected to abusive behaviour.
- Abusive behaviour is not acceptable no matter what the circumstances and action will be taken against offenders.
- You will be asked to leave the premises if your behaviour is deemed to be threatening, or abusive towards any member of staff.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive or abusive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, eg slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the Board of Directors for Enquire Learning Trust and the police being informed of the incident.

### **Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through either discussion or mediation, or if necessary, the school's complaints procedures should be followed.

A first incident reported to the Principal may be dealt with by sending a warning letter to the parent outlining the behaviour that was unacceptable and the impact on school and/ or others witnessing or subject to the behaviour. An opportunity will be given for the parent to respond in writing. It is hoped that this will be enough to ensure this behaviour does not continue.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

### **In imposing a ban the following steps will be taken:**

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Enquire Learning Trust and the police will be included
3. The chair of governors/LA will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

### **Conclusion**

The Academy Trust itself may take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Trust, health and safety and legal departments, to ensure fairness and consistency.