St. Mary & St. Andrew's Catholic Primary School

ZERO TOLERANCE POLICY

We are guided by God who is at the centre of everything we do.
We support each other to be the best we can be to secure bright futures for everyone.
With our parishes, families and the community, we work together to create a school that is safe, happy, respectful and inspirational.

Relating to the behaviour of adults in school

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.

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 or derogatory information about other employees, the school or its customers or suppliers.

Policy

The above principles will be recognised and put into practice in contacts between school and parents. St Mary & St Andrew's Catholic 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, the door is kept locked and visitors should ring the entry bell to gain admittance.

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 (though the Legal Services Department) to ban persons acting in such a manner from the school premises.

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

The school will notify parents of this policy on a regular basis and display the poster in prominent positions around the school.

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

Lancashire County Council

We'll always be polite and show respect to you.

In return, we ask the same of you.

We won't help you if you shout or swear at our staff, or if you're **aggressive or violent** towards them.

If you're **aggressive towards our staff**, they will have our full support if they call the police.

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