



# Tatworth

Primary School

## ZERO TOLERANCE POLICY

Ratified by:	Full Board of Directors
Date:	13 May 2020
Next Review:	Summer Term 2023
Associated Documents	Parent/Carer Code of Conduct Equal Opportunities Policy

Distribution:	OneDrive Website
Source:	Local

## Amendments

May 2020	Change of name. Formerly: Managing Abusive Parent/Carers and Visitors. FBD minutes 28/4/20.
	Elevate responsibility to Full Board of Directors. Minutes 28/4/20
	Content amended to reflect the Parents/Carers Code of Conduct.

## **1. Statement of principles**

The ethos of Tatworth Primary School encourages close links with parents/carers and the community. The staff and directors believe 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 board of directors 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/carers and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

## **2. Behaviour**

Types of behaviour that are considered serious and unacceptable and will not be tolerated either on the school site or where the school is being represented:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, children or other parents/carers either in person or over the telephone
- Threatening another member of the school community
- Any aggressive behaviour towards another child or adult, either verbal, in writing, or the use of gestures (shaking or holding a fist towards another person, aggressive hand gestures, for example)
- Physically intimidating a member of staff, parent, child or director e.g. standing very close to them.
- Pushing, hitting (slapping, punching or kicking), or spitting at a member of staff, child or other visitor to the school
- Use of physical punishment against your child while on school premises
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Making derogatory remarks regarding someone's personal characteristics (age; disability; gender; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation)
- Sending abusive messages to another member of the school community, including via text, email or social media

- Posting defamatory, offensive or derogatory comments about the school, its pupils, its staff, or its directors on social media platforms
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than therapy/guide dogs)
- 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 local authority and the police being informed of the incident.

### **3. Procedure to be followed**

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Head or appropriate senior staff will seek to resolve the situation through discussion and mediation, and if the unacceptable behaviour continues, terminate the meeting and ask the visitor to leave the premises. If the Head or an appropriate senior member of staff is not available, the person demonstrating unacceptable behaviour may be asked to leave the premises immediately. If necessary, the school's complaints procedures should be followed.

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 and Chair of Directors from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996)

In imposing a ban, the following steps will be taken:

1. The school may in the first instance warn the parent that they are minded to ban them and seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in 2 below including details of how long the ban will last. Depending on the severity of the offence, the school may impose an immediate ban as in 2 below.
2. The parent/carer will be informed, in writing, that she/he is banned from the premises (see template below), subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
3. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

### **4. Conclusion**

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community, and does not respond to intervention to calm, any interaction will be terminated immediately, and the person will be instructed to leave the premises. Further action may be taken by the school.

## Appendix 1: model letter

### Letter banning a parent/carer from the school site (please refer to section 3 above)

Dear [parent/carer name],

I am writing to inform you that, after consultation with the Chair of the Board of Directors, I am banning you from the school site until [date].

You can also choose to ban a parent/carer permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our Parent/Carer Code of Conduct/Zero Tolerance Policy.

[Include details of the incidents, including dates, locations and effects on staff/children/other parent/carers for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher