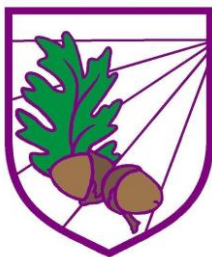



# OAK VIEW PRIMARY & NURSERY SCHOOL



## **ZERO TOLERANCE POLICY**

Policy Date:	<b>May 2025</b>
Policy Review Date:	<b>Summer 2027</b>
Date ratified by Full Governing Body	<b>20/05/2025</b>
Signed by Chair of Governors: 	

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## 1. Introduction

All members of a school community are entitled to be able to work, study or visit without fear of verbal or physical 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.

## 2. Underlying Principles

- The relationships 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 citing confidential information about other employees, the school or its customers or suppliers.

## 3. Policy

The above principles will be recognised and put into practice in contacts between school and parents. Oak View Primary & Nursery 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, staffed at all times.

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 (through 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.

**Unacceptable behaviour may result in the local authority and the police being informed of the incident.**

## **4. 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 discussion and mediation.

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 governing body 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 local authority and the police will be included
3. The Local Authority will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate, will be clarified.