



The Spire Church of England Learning Trust

Zero Tolerance Policy

Behaviour of Parents, Carers and Visitors

2023 - 2026

This policy is reviewed and updated every three years by the CEO/Executive Headteacher of the Trust. It is approved by the Trust Board and shared with schools within the Trust.

A review may be carried out before the end of the three year term if this is required.

Reviewed:	October 2023
Ratified:	December 2023
Next Review Date:	October 2026
Version 2	July 2026

In collaboration with



Policy Statement

The Spire Church of England Learning Trust actively encourages close links with parents and the community. We encourage partnerships with our parents, and work hard to maintain mutual RESPECT and recognition of shared responsibility for the children. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and other visitors are keen to work with us and are supportive of their school. From time to time, it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

Trust/School Expectations

The Trust Board 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.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and students, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our schools.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
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- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing or any physical abuse

- physically intimidation, eg standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the Trust is particularly concerned about protecting our pupils from being exposed to such behaviour (whether or not directed at them). **Unacceptable behaviour may result in the police being informed of the incident.**

Parental/Visitor Access to the School Premises

Parents/carers (and those with parental responsibility), plus visitors, are granted what is known as “limited licence” to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/pupil safety, the Headteacher/Head of School can:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's “licence”, say, through the addition of conditions
- warn of the possibility of a “ban” (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher/Head of School and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the Trust's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher/Head of School 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 s/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 police
3. The Chair of Governors will be informed of the ban
4. As appropriate, arrangements for meetings at school regarding pupils, and arrangements for pupils being delivered to and collected from the school will be clarified.

Conclusion

In implementing this policy, the school will, as appropriate, seek advice from the Trust's Legal Team to ensure fairness and consistency.

This Policy will be reviewed every three years.