



ZERO TOLERANCE POLICY

We are an accredited 'Peaceful School' and ask for your support to maintain this ethos for all our school community. We aim to create an atmosphere of mutual respect.

Our staff and pupils have the right to work and learn in a safe and supportive environment.

Introduction

Staff face on a daily basis the challenge of trying to deliver an effective educational service at pupil, class room and managerial level. Our staff also work positively towards developing a working partnership with parents, guardians and other family members (from here on referred to collectively as parents)

Policies and procedures are in place to protect our individual pupils and staff as employees and as such parents are strongly advised to follow these procedures.

Occasionally some parents choose not to follow the existing procedures and protocols when they believe they have a concern or an issue and choose to respond in a negative, hostile or intimidating manner towards our staff.

Whilst these incidents are isolated and rare they can often involve persistent, unacceptable behaviour towards either one or more members of staff.

The LA and school Governors have a statutory obligation to ensure the provision of a safe and secure environment for all our staff and pupils.

This policy aims to provide clear guidelines for the management of unwanted behaviour.

Behaviours not acceptable on school on school premises:

- Screaming, shouting, loud intrusive conversation
- Threats or threatening behaviour
- Malicious allegations relating to staff, other parents. Governors, visitors.
- Harassment and Bullying
- Offensive Language, including derogatory, sexist, racist remarks
- Intimidating behaviour – verbal or non-verbal
- Inciting hatred and hostility towards others
- Wilful damage to property
- Theft
- Violence – to persons or property
- Offensive sexual gestures or remarks

Any parent behaving unlawfully will be reported to the police. Governors will actively seek the maximum penalties available by law.

Procedure

All parents are strongly advised to follow the existing procedure for concerns and complaints. Should unacceptable behaviour occur:

Stage 1. The Head teacher will give an informal warning about consequences should the behaviour persist.

Stage 2. Failure to desist will result in a formal letter outlining the consequences should the behaviour persist and state clear boundaries/rules for a given time.

Stage 3. Failure to desist will result in a third and final formal letter stating affirmative action with a given time period. There are no rights of appeal in this incidence.

Throughout the process a parent can be reassured their children's care and education will not be affected in any way.

In all cases, the Head teacher exercises the right, with the full support of the governing body to make a judgement as to which stage to implement based on the nature and severity of the incident.

Dealing with a Parent/Carer under the Influence of Drink or Drugs

Woodheys Primary School has a duty of care to safeguard all children from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. Woodheys Primary School will ensure the safety and protection of all children through adherence to Child Protection guidelines.

A child is defined as a person under the age of 18 (The Children Act 1989).

If you suspect a parent or carer is under the influence of alcohol of drugs when collecting a child.

1. Send for the senior person in charge on the premises.
2. The senior person will explain to the parent/carer that you have reason to believe that they are not capable of safely removing the child from the setting.
3. Politely but firmly inform them that you will contact another suitable adult to collect the child from our records or at their suggestion. If another person is unavailable, social services is the next point of call. Daytime 0161 912 2000, 24 hour 0161 912 2020.
4. If the parent/carer becomes abusive or unreasonable explain that you will be contacting the police immediately.
5. When the parent/carer has left the premises record the details on an incident form and contact the school child protection office who will deal with the incident and pass it onto the relevant authorities.