



# **THAMESVIEW SCHOOL**

**Thong Lane, Gravesend, Kent  
DA12 4LF**

## **Zero - Tolerance Policy**

## **Zero Tolerance Policy, Thamesview School**

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. 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 and 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 schools complaints procedures.

Acts of an intimidating or threatening nature or either offensive or abusive language, face to face, over the telephone or via email will not be tolerated. Any such incidence will result in the conversation/meeting being terminated by the staff member.

The school will not tolerate the use of mobile phones, the email system, or the internet for illegal or inappropriate activities such as citing confidential information about other employees, the school or its customers or suppliers.

Please note - 'Parents' refers collectively to parents, guardians, other family members

### **Policy**

The above principles will be recognised and put into practice in contacts between school and parents both face to face, over the telephone and via email. Thamesview 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, manned at all times by office staff.

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 enquiries, 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 over the telephone the caller will be advised of the schools Zero Tolerance Policy and the call will be terminated if appropriate. Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting will be terminated and the parent/visitor asked to leave the premises and be banned from school site for a period of time. If parent/visitor does not comply with the banning order the school will arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500

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.

### **Zero Tolerance Policy**

This Policy was agreed and adopted at a Governors' meeting held on \_\_\_\_\_ (date)

Signed \_\_\_\_\_ (Chair of Governors)

Signed \_\_\_\_\_ (Headteacher)

This policy will be formally reviewed in \_\_\_\_\_ (date)