



## Zero Tolerance Policy and Procedure

Kington St. Michael CE Primary School fully recognises its responsibility to address verbal or Physical Abuse towards Staff or the wider Community

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Next review (date):	21st October 2028

### Introduction

At **Kington St. Michael C.E. Primary School**, we actively encourage strong partnerships with parents and the wider community. We believe that mutual respect and shared responsibility between home and school are essential for the well-being and success of our pupils.

A positive relationship between parents, carers, and school staff helps create a supportive environment in which all children can thrive. The vast majority of our parents, carers, and visitors work collaboratively with the school and are highly supportive.

However, on the rare occasions, concerns or disagreements may arise. It is important that any such matters are handled calmly, respectfully, and in a spirit of cooperation. Aggression, intimidation, or abuse, whether verbal, physical or in writing, towards members of staff, pupils, or anyone within the school community will not be tolerated under any circumstances.

### Our Commitment

At Kington St. Michael C.E. Primary School, we are committed to providing a safe, respectful, and inclusive environment for pupils, parents, carers, staff, and the wider community. We believe that mutual respect, trust, and clear communication between home and school are essential for the well-being and success of every child.

**We will not tolerate any form of aggression, intimidation, or abuse, verbal, written, or physical - towards members of our school community. Every individual has the right to feel safe and valued when engaging with or working in our school.**

### Purpose of the Policy

The purpose of this policy is to:

- Protect staff, pupils, and visitors from aggressive, abusive, or threatening behavior
- Clarify what “zero tolerance” means within our school context
- Outline our expectations for respectful communication and behavior
- Provide a fair and transparent procedure to address any breaches

## **What Zero Tolerance Means**

Zero tolerance means that any form of verbal or physical abuse, intimidation, or harassment, whether in person, over the phone, by email, or via social media, will not be accepted.

Our approach is about maintaining the safety, and wellbeing of all members of our community. Ensuring that our school is a happy and is a supportive place where all members of the community feel welcome and can thrive.

## **Expected Behaviour from Parents and Carers**

We expect all parents, carers, and visitors to:

- Communicate respectfully with staff and others at all times
- Approach concerns calmly and constructively, following the school's complaints procedure when needed
- Refrain from any behaviour that could be considered abusive, intimidating, or disrespectful
- Use social media responsibly, avoiding negative or harmful commentary about the school, staff, or pupils

We value the partnership with our families and encourage open, positive dialogue to resolve any concerns.

## **Parental and Visitor Access to School Premises**

Parents, carers, and visitors are granted a limited license to enter school premises. This license allows reasonable access to school buildings and grounds for legitimate school business. Furthermore, all visitors will be asked to sign in at the office and will not be permitted to enter the school building, unless they agree to be accompanied by a member of the staff at all times due to Safeguarding protocol.

## **Appendix A: Procedure if the Policy is breached**

If a parent, carer, or visitor behaves in a way that breaches this policy, the following steps may be taken, depending on the severity of the behaviour:

1. Verbal Warning - The Headteacher or a senior leader will discuss the incident with the individual, seeking resolution through calm and constructive dialogue.
2. Formal or Written Warning - If the behaviour persists or is more serious, a written warning will outline the unacceptable behaviour and the consequences of any further incidents.
3. Restriction of Contact - The school may place limits on how the individual communicates with staff (e.g. by appointment only or in writing).
4. Involvement of the Local Authority (LA) - Where appropriate, the school will seek support and advice from Wiltshire Council or relevant authorities to ensure a fair and consistent approach.
5. Support and Resolution - The school will always aim to restore positive relationships where possible, ensuring ongoing communication that supports the child's education and wellbeing.

## **Review and Monitoring**

This policy will be reviewed every three years, or sooner if required, to ensure it remains effective and reflective of best practice.

In all matters, the school will seek guidance from Wiltshire Council's Legal Team to ensure fairness and due process.