

Goldenhill Primary Academy



Zero Tolerance Policy:

June 2025

“Everyone Shines At Goldenhill”.

Mission statement:

Goldenhill Primary Academy provides a happy, friendly, secure and respectful environment; where everyone achieves their potential and develops a lifelong love for learning.

Goldenhill Primary Academy Policy on managing aggressive behaviour from parents and visitors to our school

Statement of principles

The governing board of Goldenhill Primary Academy encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing 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.

We expect parents and other visitors to behave in a reasonable way towards members of school staff within our usual school guidelines.

- Whilst we are here to help you, we ask that you treat our staff with respect in the manner you would wish to be treated yourself.
- Parents are welcome in our academy to support their child's education.
- All parents and their children have the right to enter the school premises without fear of violence and abuse from another adult.
- Parents have licence to enter the site to pick up and drop off their child
- Parents have licence to come to the main office to make appointments, pay for lunches, collect poorly children and inform us of absence etc
- Parents can expect to be treated respectfully and sensitively by staff members
- Parents needing to talk to teaching staff will usually find it easiest to see them at the end of a day. If you need to talk to them for longer than a few moments then it would be best to make an appointment.
- All contact between 9.00a.m and 3.15 p.m. must go through the main office.
- Parents with complaints are asked to make an appointment for a longer meeting with the teacher in the first instance (as part of the complaints procedure), if they are not satisfied with the response or decision they can then make an appointment to see the head teacher. This ensures that all parties concerned have time to consider the complaint and their actions without it becoming an argument, a dispute or becoming abusive.

All members of staff have the right to work without fear of violence and abuse

- Staff of Goldenhill Primary Academy work to promote education for all children and have a right to do so without being subjected to abusive behaviour.
- Abusive behaviour is not acceptable no matter what the circumstances and action will be taken against offenders.
- You will be asked to leave the premises if your behaviour is deemed to be threatening, or abusive towards any member of staff.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive or abusive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, eg slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.
- Naming the academy or a member of staff, directly or implicitly on any form of social media
- Inappropriate written communication e.g. email

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the Board of governors and the police being informed of the incident.

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 either discussion or mediation or, if necessary, the school's complaints procedures should be followed.

A first incident reported to the head teacher may be dealt with by sending a warning letter to the parent outlining the behaviour that was unacceptable and the impact on school and/ or others witnessing or subject to the behaviour. An opportunity will be given for the parent to respond in writing. It is hoped that this will be enough to ensure this behaviour does not continue.

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 head teacher 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/carers 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 board of governors and the police will be included
3. The chair of governors/Trust will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Academy itself may take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Trust, health and safety and legal departments, to ensure fairness and consistency.