



Nurtured we thrive

Zero Tolerance Policy

Compassion, Responsibility, Justice, Forgiveness

Member of Staff Responsible	Mr T Pring
Position	Headteacher
Dated	January 2026
Date of next review	January 2027

At Thurnham Church of England School our Christian vision: 'Nurtured We Thrive' and school values of Compassion, Responsibility, Justice and Forgiveness underpin our approach. Our vision and values underpin the following policy.

Introduction

All members of a school community are entitled to be able to work, learn 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 relationships between parents / visitors and this school are greatly valued; partnership working is seen as enhancing the education of pupils in the school.
- Parents / carers 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.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School staff and parents / carers and 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 / carers should allow the school a reasonable period of time to investigate complaints / concerns, in compliance with the school's complaints procedures.
- Acts of an intimidating or threatening nature will not be tolerated.
- Offensive or abusive language will not be tolerated.
- The school will not tolerate the use of mobile phones, the email system, the internet or the intranet for illegal or inappropriate activities such as citing confidential information about other employees, parents/carers, pupils, the school or other stakeholders or its suppliers.

Policy

The above principles will be recognised and put into practice in contacts between school, staff, parents / carers and all visitors. Thurnham Church of England Infant School operates a Zero Tolerance Policy towards breaches of the above principles.

While school is in session, entry for visitors is restricted to reception which is staffed at all times. The outside door is kept locked and visitors should ring the entry bell to gain admittance.

Visitors are monitored and are always escorted while on the premises. School staff 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 enquires, 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/carers or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting will be terminated and the parent/carer/visitor asked to leave the premises. Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings (through the Governing Body) to ban persons acting in such a manner from the school premises.

A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.

The school will notify parents/carers of this policy on a regular basis and display the poster (see below) in prominent positions around the school.

This policy will be reviewed on the cycle of review which the school has adopted or when legislation makes this necessary.

Role Models

Children learn a lot through imitation. In their early years, children will imitate their parents / carers and other family members. It is therefore really important to model positive behaviour, how parents/carers and family members speak and the words used demonstrate how to treat other human beings with respect. If parents or other adults in school behave badly, children could think that it is acceptable to do the same.

Expectations

We expect:

- That adults set a good example to all children at all times, modelling how to get along with all members of the school and the wider community.
- That no staff, parents / carers or children are victimised, subjected to abusive behaviour or open to threats from other adults on or around the school premises (including the car parking areas).
- That physical attacks, threatening behaviour, abusive or insulting language (verbal or written), towards staff, governors, parents/carers, children and other users of the school premises will not be tolerated under any circumstances and will result in swift and decisive action being taken.
- That expectations regarding parking on the school site and on zig-zags outside the school are followed.

Guidelines

Listed below are the types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community.

- Shouting, either in person, over the telephone or via an email.
- Inappropriate posting on Social Networking sites (e.g. Facebook, Instagram, X formally known as Twitter, etc.) which could bring the school into disrepute or be deemed as bullying.
- Speaking in an aggressive / threatening tone.
- Physically intimidating, e.g. standing very close.
- The use of aggressive hand gestures / exaggerated movements.
- Physical threats.
- Shaking or holding a fist towards another person.
- Swearing.
- Pushing.
- Hitting e.g. slapping, punching or kicking.
- Spitting.
- Racist or sexist comments.
- Stealing or attempting to steal from the school or another person.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Please note that the Chair of Governors will be fully informed of all incidents. Unacceptable behaviour may also result in the local authority and police being informed of the incident where relevant.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

School premises are private property and parents/carers have been granted permission from Thurnham Church of England Infant School to be on school premises. However, in case of abuse or threats to staff, pupils or other parents/carers, the school may ban parents / carers from entering school.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are / she / he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. 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 authority and the police will be included.

3. The Chair of governors and Local Authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
5. Where poor behaviour online, through email and/or over the phone constitutes unacceptable behaviour a communication ban with the individual concerned can be put into place by the school.

Thurnham Church of England Infant School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

Harassment

In the Protection from Harassment Act 1997 it states that: 'A person must not pursue a course of conduct which amounts to harassment of another and which he knows or ought to know amounts to the harassment of the other.'

Harassment is considered to be unwelcome comments (written or spoken) or conduct which:

- Violates an individual's dignity; and / or
- Creates an intimidating, hostile, degrading, humiliating or offensive environment.

Harassment includes violence, threats, abuse and damage to property. It can also involve verbal abuse and name calling, offensive graffiti or post and can be received via text message, e-mails or social networking sites (cyberbullying). Harassment is deemed to have taken place if there are at least two incidents initiated by the same person or group of people.

Harassment is a criminal offence - If you feel that you are being harassed via, phone text messaging or social media please ensure you save and/or screen shot any evidence and seek advice. You may want to come and speak to a member of staff at school in the first instance and we will help direct you to the right organization e.g. The Police, PCSO, Citizen's Advice Bureau or Local Authority.

Inappropriate use of Social Networking Sites

Expectations regarding the safe and responsible use of social media will apply to all members of Thurnham Church of England Infant School community (including parents/carers and visitors) and exist in order to safeguard both the school and the wider community, on and offline. Examples of social media may include

blogs, wikis, social networking sites, forums, bulletin boards, multiplayer online gaming, apps, video/photo sharing sites, chatrooms, instant messenger and many others.

All members of Thurnham Church of England Infant School community (including parents/carers and visitors) are expected to engage in social media in a positive, safe and responsible manner at all times.

- Care should be taken not to publish specific and detailed private thoughts, concerns, pictures or messages on any social media services, especially content that may be considered threatening, hurtful or defamatory to others.
- Pictures/photographs of Thurnham pupils must not be published online unless appropriate parental consent is granted.
- Cyber-bullying and any attempt to use a social network to publicly humiliate another child, adult or member of staff will be dealt with as a serious incident of bullying.
- Concerns regarding the online conduct of any member of Thurnham Church of England Infant School community (including parents/carers and visitors) on social media sites should be raised through the appropriate channels by speaking to the Headteacher so they can be dealt with fairly, appropriately and effectively for all concerned.

The school reserves the right to take any action necessary, including informing the Police, to ensure that all members of the school community (including parents and visitors) are not subjected to any form of abuse.

We will NOT tolerate behaviour that is:

- 🚫 thre@tening,
- 🚫 abusive or
- 🚫 vi*lent

NO EXCUSE FOR ABUSE

We strive to create a safe and secure environment for pupils and staff alike.
And we WILL take action when necessary.