



Coppull Parish Church of England Primary School

Zero Tolerance Policy 2025

Written: September 2025
To be reviewed: September 2026

Zero Tolerance Policy - Coppull Parish Church of England Primary 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.

All meetings 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 face to face, over the telephone, via Class Dojo or via email will not be tolerated.

Offensive or abusive language face to face, over the telephone, via Class Dojo or via email will not be tolerated.

The school will not tolerate the use of mobile phones, the email system, or the internet, in particular Social Media sites which are a public forum, such as Facebook, or Twitter for illegal or inappropriate activities such as citing confidential information about other employees, the school or its customers or suppliers.

'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. Coppull Parish Church of England Primary School 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. If the office is unmanned, visitors should ring the entry bell to gain admittance.

Visitors are monitored and are always escorted to the person they are going to meet, while on the premises.

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 during meetings or discussions, the meeting should be terminated and the parent/visitor asked to leave the premises. Should the discussion be over the telephone the caller will be advised of the schools Zero Tolerance Policy and the call will be terminated if appropriate. Where conduct has been such as to warrant it, the police may be informed. The school may instigate proceedings (through LCC Legal Services Department) 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 of this policy on a regular basis and display the poster in prominent positions around the school.

This policy will be reviewed on a bi-annual basis or when legislation makes this necessary.

Parents refers collectively to parents, guardians, other family members



Coppull Parish Church of England Primary School

WELCOME TO OUR SCHOOL

NOTICE TO
ALL PARENTS, CARERS AND VISITORS

The staff and governors would like to remind all its parents, carers and visitors that this is a

ZERO TOLERANCE ZONE

Inappropriate language, threats or acts of aggression towards staff or pupils will not be tolerated on these premises.

Anyone behaving in such a way will be asked to leave and their behaviour may be reported to the police.

Zero Tolerance Policy

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

Violence towards staff or pupils is a crime - the Governing Body will take action against anyone who behaves in a violent or abusive way towards staff/pupils. A copy of the Zero Tolerance Policy is available upon request in the school office.

Behaviours unacceptable on school premises are:

Screaming, shouting and loud intrusive conversation.

Malicious allegations towards other Parents, Pupils, Staff, Governors, Visitors

Threats or threatening behaviour

Offensive language

Intimidating behaviour - verbal or non-verbal

Harassment, bullying towards staff/pupils

Inciting hatred and hostility towards others

Wilful damage to property

Theft

Violence towards persons or property

Derogatory, sexist, racist remarks

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