

## Zero Tolerance Policy

Policy Code:	HR37
Policy Start Date:	March 2021
Policy Review Date:	March 2024

Please read this policy in conjunction with the policies listed below:

- HS5 Health and Safety Policy
- HR6 Data Protection Policy
- HR12 Staff Disciplinary Policy
- HR33 Records Management Policy
- HR36 Complaints Policy
- HR41 Staff Anti Bullying and Harassment
- HR8A Equal Opportunities and Diversity Policy for Members of Staff
- SW9 Parental Communication and Complaints Policy

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## **1 Policy Statement**

- 1.1 The policy shall apply to all employees, parents/carers and visitors of The Priory Federation of Academies Trust (Trust).
- 1.2 The purpose of this policy is to give information on how to prevent harassment, discrimination, bullying and / or victimisation connected with any member of staff's work, and how to deal with occurrences if prevention is not possible.
- 1.3 It is important for members of staff within the Trust to encourage, develop and maintain a culture where everyone treats each other with dignity and respect.
- 1.4 References to the Trust or Academy within this policy specifically include all primary, secondary and special academies within the Trust, as well as the Early Years setting at the Priory Witham Academy, Priory Training, Priory Apprenticeships, Lincolnshire Teaching School Alliance and Lincolnshire Teaching School Alliance SCITT.
- 1.5 This policy does not form part of any member of staff's contract of employment and it may be amended at any time.
- 1.6 The Trust is committed to leading a healthy organisation, which includes a commitment to and promotion of emotional wellbeing and mental health. Therefore, all Trust policies and procedures ensure this commitment is incorporated in order to support all staff and students. Members of staff are encouraged to speak to their line managers, and students are encouraged to speak to any member of staff, if they feel any part of this policy would affect their emotional wellbeing and mental health. Any such comments should be passed to the Trust's HR department (via [FederationHR@prioryacademies.co.uk](mailto:FederationHR@prioryacademies.co.uk)) for appropriate consideration at the next available point in the policy review cycle.

## **2 Roles, Responsibilities and Implementation**

- 2.1 The Trust is responsible for implementing positive parental relationships. This policy outlines the conduct all members of staff have agreed to adhere to during all aspects of their roles.
- 2.2 The Pay, Performance and HR Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. This committee delegates day-to-day responsibility for operating the policy and ensuring its maintenance and review to the Human Resources Director.

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2.3 Leaders and Managers have a specific responsibility to ensure the fair application of this policy and all employees are responsible for supporting colleagues and ensuring its success.

2.4 The Trust values the interaction between members of staff and visitors or parents/carers of pupils and has a duty of care to both staff and pupils and will not tolerate any actions deemed inappropriate by staff, parents/carers or visitors to a Trust site.

### **3 Aims**

3.1 To ensure that all members of staff within the Trust adhere to this policy and approach any possible risks in an appropriate way. The Trust aims to use this policy to resolve any situations that arise where the dignity of staff or visitors is questioned.

3.2 To be consistent in all cases and to approach each individual case by following the correct procedure as outlined in this policy. The Trust will ensure all parties involved are treated fairly and an investigation has been carried out before a decision is made.

3.3 To provide a full understanding on what the Trust expects from all members of staff and parents/carers when visiting an academy, in line with the Trust's values/ethos and code of conduct.

3.4 To send out a clear message that harassment, discrimination, bullying and victimisation of any kind will not be tolerated.

3.5 To ensure that members of staff and parents/carers are able to maintain constructive dialogue and to allow legitimate concerns to be raised in an appropriate manner.

### **4 Unacceptable behaviour between members of staff and towards any visitors or parents/carers**

4.1 The Trust will operate zero tolerance towards the following examples of behaviour between members of staff or towards any visitors or parents/carers:

- Intimidation
- Risk of injury
- Offensive language
- Malicious comments
- Disruptive behaviour

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- Threats or threatening behaviour
  - Sexist remarks
  - Discrimination

The above behaviours are not exhaustive and the Trust may, at its own discretion, consider other behaviours as to be in breach of this policy.

4.2 All members of staff are required to encourage, develop and maintain a culture where all staff treat each other and any visitor or parent/carer with dignity and respect. Ways of doing this include:

- Setting a good example through their own behaviour.
- Acting with dignity and respect.
- Ensuring that all members of staff understand what harassment, discrimination, bullying and victimisation are, and the effects these have on others.

4.3 Any incidents of unacceptable behaviour between members of staff or towards a visitor or parent/carer will be investigated and the Trust's HR12 Disciplinary Policy will be followed where necessary. Appropriate action will be taken if a disciplinary investigation finds that this policy has been breached.

4.4 The Trust also expects all members of staff when in public or an area to which parents/carers or visitors have access to maintain a high standard of conduct at all times. This includes refraining from any offensive, abusive language or derogatory comments that may be overheard in a public environment.

## **5 Zero Tolerance of unacceptable behaviour towards members of staff from parents/carers or visitors**

5.1 There will be zero tolerance of violence, threatening behaviour or disorderly conduct from any visitor in an Academy towards a member of staff. This also covers comments posted on social media networks, situations where members of staff are approached either on academy premises or in public and where academy property is damaged.

5.2 The Trust expects parents/carers and visitors to understand that teachers, support staff, parents/carers and visitors need to work together for the benefit of the students and that the Trust's ethos is respected at all times.

5.3 Any disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, a member of staff's office, a support staff office or

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any other area of an Academy's grounds, including sport team matches, will not be tolerated, whether or not the behaviour constitutes a criminal offence.

- 5.4 The Trust also has responsibility for student welfare and wellbeing, and should any parent/carer or visitor to an Academy use physical aggression towards another parent/carer or child then appropriate action will be taken, in line with this policy. This includes approaching someone else's child in order to chastise or remonstrate with them.
- 5.5 Where necessary, the Trust will contact the appropriate authorities and take steps to ban any offending parent/carer or visitor from entering an Academy's grounds.

## **6 Social Media**

- 6.1 Abusive, threatening, malicious or inflammatory comments made via any platforms of social media, including personal emails and the use of the Trust's internal email system, will not be tolerated by the Trust. Parents/carers should be aware that the use of defamatory comments regarding the character of individual school staff can be deemed as libellous/slanderous. Once these comments have been made and shared with the Academy, it will then have the evidence and legal right to pursue this and investigate.
- 6.2 The Trust expects that no member of school staff would ever post any negative or defamatory comments on social media platforms regarding pupils, parents/carers, any Academy within the Trust or the Trust itself.
- 6.3 Should there be an issue at an Academy, rather than make comments on social media, the Trust encourages parent/carers to contact the Academy and a meeting will be arranged with a member of staff in the first instance. If necessary, a full investigation will be carried out. Members of staff are encouraged to speak with their Line Manager to resolve any issues.

## **7 Procedure to be followed**

- 7.1 Should a parent/carer or visitor to an Academy of the Trust behave in a way which the Trust deems to be unacceptable towards a member of staff, an appropriate senior staff member will be informed and seek to resolve the situation through an impartial investigation or mediation.
- 7.2 If all procedures have been exhausted and the aggression or intimidation continues, or where there has been an act of violence, the parent/carer or visitor may be banned from visiting any of the Trust's premises for a period of time, subject to review.

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- 7.3 Where parents/carers or visitors do not conduct themselves in an appropriate manner whilst on Trust premises, they should be asked to leave. If a visitor refuses to leave the premises when asked to by a member of staff, this may amount to a criminal offence. Staff 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.
- 7.4 The Trust itself may take action where behaviour is deemed unacceptable in line with the Trust's ethos or Health and Safety legislation. When appropriate, the Trust will seek advice from Health and Safety and legal departments, to ensure fairness and consistency.
- 7.5 A record will be maintained by the Trust of all incidents involving intimidating or threatening behaviour towards staff.

## **8 Process when reporting an Incident**

- 8.1 It is the responsibility of Managers to act on any incident in which a member of staff has acted inappropriately or has received abusive or aggressive behaviour from a parent/carer or visitor. There will be an escalating scale of actions which could include, but are not limited to:
- verbal warning;
  - written warning;
  - ban from the site for a set amount of time, or permanent.

The appropriate actions will be determined based on the nature of the incident and the findings from an investigation into each case.

## **9 Policy Change**

- 9.1 This policy may only be amended or withdrawn by The Priory Federation of Academies Trust.



# **The Priory Federation of Academies Trust**

## **Zero Tolerance Policy**

This Policy has been approved by the Pay, Performance & HR Committee:

Signed..... Name..... Date:

Trustee

Signed..... Name..... Date:

Chief Executive Officer

Signed..... Name..... Date:

Designated Member of Staff

Please note that a signed copy of this agreement is available via Human Resources.