



**The Redeemer Church of England Primary  
School**

*with*

**St Stephen's Church of England  
Primary School**

**Zero Tolerance Policy**

Date: 2024 - 2025

## **Introduction**

All members of The Redeemer Church of England Primary School, Blackburn with St Stephen's Church of England Primary School, Tockholes 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 relationships between parents/visitors and The Redeemer Church of England Primary School, Blackburn with St Stephen's Church of England Primary School, Tockholes are greatly valued; this working partnership is seen as enhancing the education of pupils in the school.
- Parents and visitors are welcome to arrange a meeting in school to discuss matters of concern with members of staff.
- All meetings held in school are by mutual consent between school and the parents/carers/visitors.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School staff and parents/carers/visitors will act reasonably and responsibly in dealing with issues of concern.
- Parents with concerns/complaints about other pupils 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.
- 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.
- Recording of conversations with staff (through mobile phone, cameras, other devices) without prior written agreement will not be tolerated anywhere on site, if this occurs the meeting will be terminated immediately and you will be asked to leave site.
- If any recordings of meetings are shared in a public place such as social media. The school will seek legal advice through Data Protection Laws.

- The school will not tolerate the use of internet or social media for inappropriate or illegal activities that cite confidential information about the school, staff, governors, pupils or parents/carers.

### Policy

- The above principles will be recognised and put into practice in all contact between school and parents/carers. The Redeemer Church of England Primary School, Blackburn with St Stephen's Church of England Primary School, Tockholes operates a **Zero Tolerance Policy** towards breaches of the above principles.
- During the school day, entry for visitors is via the school office.
- Visitors are monitored and will always be escorted 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 the staff members feel threatened, or if there is a breach of the peace – then 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 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. Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings (through the Legal Services Department) to ban persons acting in such a manner from the school site.
- 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 (see back of policy) 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





A warm welcome to  
The Redeemer Church of England  
Primary School

We would like to remind all visitors to  
our school that we operate a

## **ZERO TOLERANCE POLICY**

Inappropriate language, threats or acts of  
aggression towards staff will not be tolerated  
anywhere on our school site.

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