



ZERO TOLERANCE POLICY

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School statement clearly visible in:

- Reception
- Conference Room
- Interview Room

‘We welcome visitors to our school. Every day we act to ensure it is a safe place for students, staff and all other members of our school community.’

Mutual respect and positive relationships are at the heart of our daily work with all who work in and visit our school.

Abusive behaviour is not acceptable and action will be taken to safeguard all members of the school community.’



ZERO TOLERANCE POLICY

Purpose

This document sets out our simple policy on maintaining a secure environment for all members of the school staff when dealing with abusive or threatening behaviour from parents/carers, visitors or other members of the public.

Rationale

We welcome visitors to our school. Every day we act to ensure it is a safe place for students, staff and all other members of our school community.

Mutual respect and positive relationships are at the heart of our daily work with all who work in and visit our school community.

Abusive behaviour is not acceptable and action will be taken to safeguard all members of the school community.

Key Principles

At all times our purpose is to achieve zero tolerance of abusive or threatening behaviour and ensure the safety of all members of the School community.

The Hamble School has a responsibility to put in place all possible measures to reduce risk to staff.



Roles and Responsibilities

The Governing Body will:

- Ensure as far as is reasonably practicable the health, safety and welfare at work of all of their employees.

The Headteacher will:

- Ensure that all staff are aware of the contents of this policy.
- Determine if the abusive adult should be allowed to return to the school following the reported incident.
- Provide appropriate support or delegate such support following the incident.
- Ensure risk assessments are done on individual adults following abusive or threatening behaviour on visits to the school.

All staff will:

- Use the scripts and procedures given in this policy.
- Report incidents, using the Staff Incident Report form (SIRF) to their Line Manager.

Monitoring and Evaluation

A breakdown of incidents will be reported to the Governing Body as they arise.



SCRIPT 1

DEALING WITH ABUSIVE VISITORS AT RECEPTION

Script to be read out/used to deal with an abusive visitor at Reception:

Your behaviour/tone is unacceptable in our school.

I am going to step away from Reception and ask you to leave the School premises and not return until you have been contacted by a senior member of staff.

- Leave Reception
- Call for senior colleague from main office
- Report incident in writing using Staff Incident Report Form (SIRF) (the same working day if possible)
- Give SIRF to line manager

Line Manager will:

- Inform Headteacher.
- Ensure the welfare of the colleague involved with the incident.
- Report the outcome of incident to the colleague.

SCRIPT 2

DEALING WITH ABUSIVE TELEPHONE CALLS

Script to be read out to an abusive caller:

I would like us to be able to deal with this and I hear your frustrations. Please do moderate your tone or I will have to stop this call and report this incident to my line manager.

Read the script and, if the caller does not moderate their tone, put the phone down.

Report the incident in writing using the SIRF by the end of the working day.

The SIRF should be given to your line manager.

Line Manager will:

- Inform the Headteacher.
- Ensure the welfare of the colleague involved with the incident.
- Report back to colleague when incident has been dealt with.



SCRIPT 3

DEALING WITH A DIFFICULT MEETING WITH PARENTS (swift termination required)

PART A

Script to be read out to parent when meeting cannot continue:

Your tone is unacceptable in our school. This meeting will not continue. I am going to stop this meeting and ask you to leave the school premises and not return until you have been contacted by a senior member of staff.

DO NOT ENTER INTO ANY FURTHER DIALOGUE.

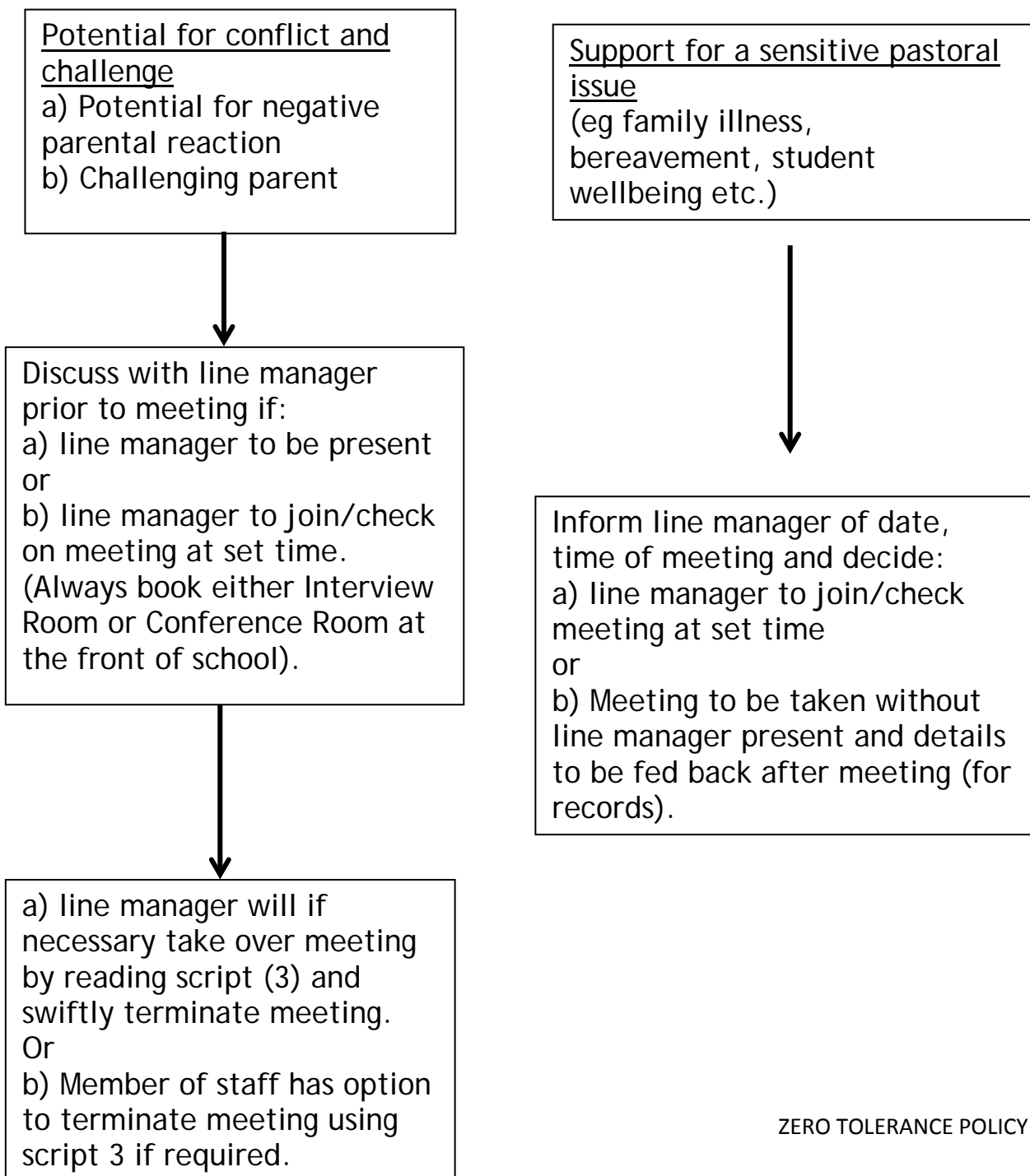
- Leave the meeting venue.
- Hold the door open for parent (ensure you are walking in front of them).
- Hold door open to Reception.



SETTING UP A MEETING WITH PARENTS PART B

When setting up a meeting with parents, staff are advised to follow the procedures set out below:

Items for Discussion

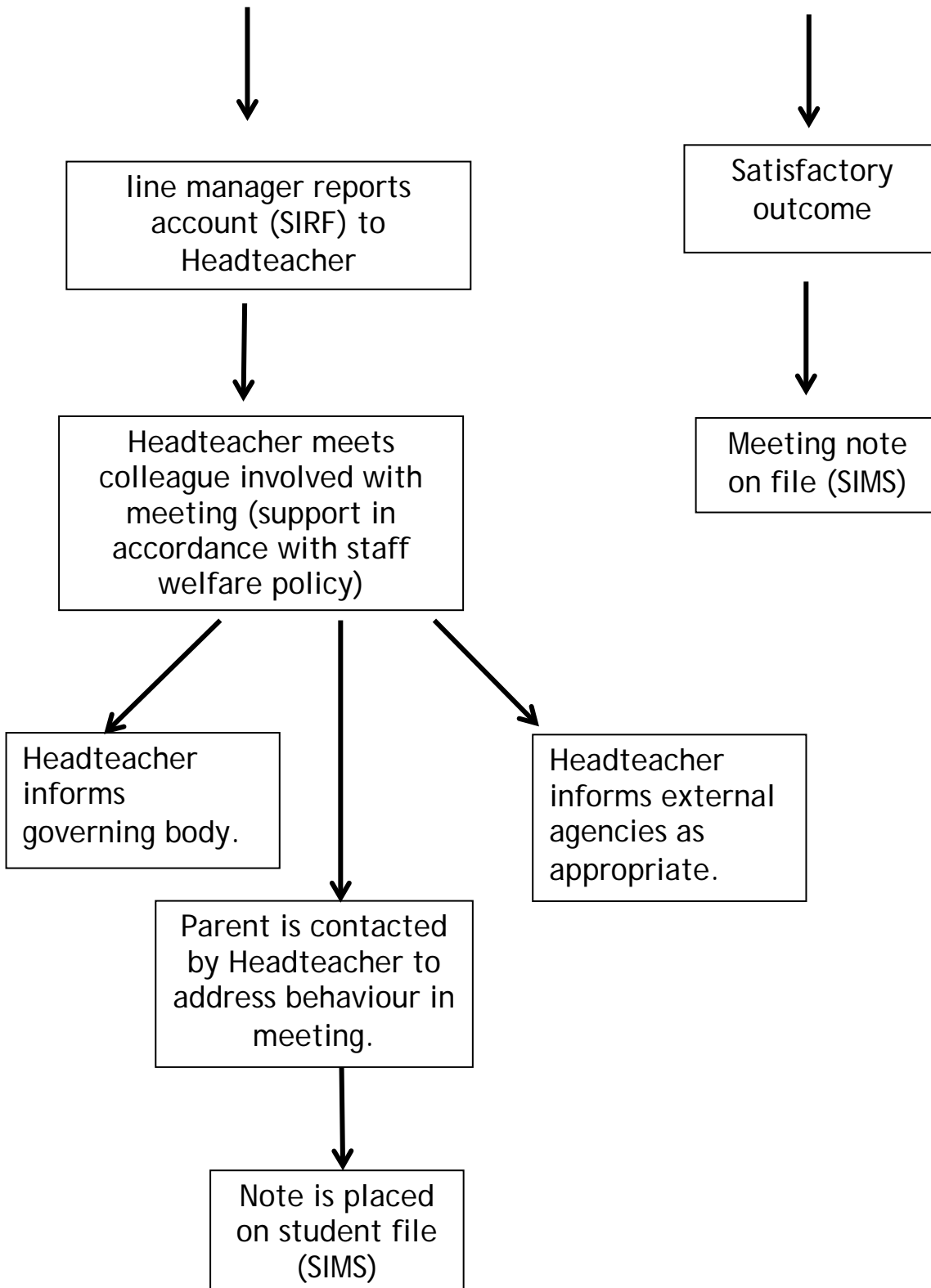




AFTER THE MEETING WITH PARENTS PART C

Challenging Behaviour from Parent Issue

Support a Sensitive Pastoral





THE HAMBLE SCHOOL

ACHIEVING EXCELLENCE TOGETHER

Title of Policy	Zero Tolerance
Review Cycle	3 years
Committee responsible	L&A
Statutory/Discretionary	Discretionary
Date of last FGB approval	08 November 2016
Date of next review by FGB	Nov 2019



**ZERO TOLERANCE POLICY
STAFF INCIDENT REPORT FORM (SIRF)**

- Abusive visitor in Reception TICK
- Abusive telephone call
- Termination of Difficult Parental Meeting

Date Time

Member of staff involved
.....

Line Manager
.....

Name of Parent/Visitor/Caller
.....

Please complete a full factual account of what happened:

Hand to Line Manager (*same working day if possible*)

ACTION:

Line ManagerDate

Headteacher Date