



Zero Tolerance Protocol

We understand that people can become angry when they feel that matters which they feel strongly about, are not being dealt with as they wish.

If that anger escalates into aggression towards our staff, we consider that unacceptable.

We adopt a 'zero tolerance' approach to anti-social, abusive, aggressive or violent behaviour.

Any person who is aggressive or abusive towards a member of staff or who damages the property may be banned from school premises and then reported to the police.

Aggressive or abusive behaviour includes:

- Language (whether verbal or written) that may cause staff to feel afraid, threatened, offended or abused, and may include threats
- Personal verbal abuse
- Derogatory remarks and rudeness
- Remarks of a racial or discriminatory nature
- Unsubstantiated allegations