Respect Resilience Responsibility

Zero Tolerance Policy

Date: July 2026

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School Statement

School statement clearly visible in:

- Reception
- Meeting room

There are 3 core values at the heart of Woodlands: 'respect', 'responsibility' and 'resilience' (The 3 Rs)

At Woodlands, we welcome visitors to our school. The safety of our students, staff and all other members of our community is paramount.

We expect mutual respect and positive relationships between all who work in and visit our school.

Abusive behaviour of any kind is not acceptable and will not be tolerated. Action will be taken to safeguard all members of the school community.



There are 3 core values at the heart of Woodlands: 'respect', 'responsibility' and 'resilience' (The 3 Rs). Woodlands Community College has a responsibility to put in place measures to reduce risk to staff and protect their emotional health and well-being

The aims of the Positive Relationships Policy are:

- To promote the values of **respect and responsibility** (in line with the core British Values)
- To reinforce positive relationships within the school community
- To maintain a safe environment for all members of school staff when dealing with abusive or threatening behaviour from parents/carers or other members of the public
- To clarify procedures for staff when they experience abusive or threatening behaviour from parents/staff or other members of the public

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Roles and Responsibilities

The Governing body will:

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

The Head Teacher will:

- Ensure that all staff are aware of the contents of this policy
- Make decisions about whether abusive/threatening adults should be allowed on school site or to talk with staff
- Provide appropriate support following the incident reported by staff
- Ensure risk assessments are done on individual adults following abusive or threatening behaviour towards staff
- Provide a termly report of incidents to Governing body

All staff will:

- Be polite and respectful to all parents/carers and members of the public
- Use the scripts and procedures given in this policy when needed
- Report incidents, using CPOMS. Line managers should be copied in

Script 1: Dealing with abusive visitors in reception

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

I am sorry you are unhappy and I have not been able to resolve the issue now. However, your behaviour/tone is unacceptable in our school.

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

- Leave the Reception area
- Call for a senior colleague / ask on call to locate one
- Report the incident through CPOMS, attaching the concern to the relevant pupil.
- Ensure that your Line Manager is aware of the incident

Line Manager will

- Inform Head Teacher
- Ensure the welfare of the colleague involved with the incident
- Report the outcome of the incident to the colleague

Script 2: Dealing with abusive telephone calls

Script to be read out/used to deal with 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.

If the caller does not moderate their tone, please say:

I am sorry but I am now going to end the call, thank you.

Please then hang up without waiting for a response.

- Report the incident through CPOMS, attaching the concern to the relevant pupil.
- Ensure that your Line Manager is aware of the incident

Line Manager will

- Inform Head Teacher
- Ensure the welfare of the colleague involved with the incident
- Report the outcome of the incident to the colleague

Script 3: Dealing with abusive e-mails

Script to be used when dealing with an abusive e-mail

Dear_____

I would like us to be able to deal with this and I do understand your frustrations. However, please can I ask that you moderate your tone or I will not respond further.

Kind regards

_____

If the tone continues, please do not respond.

- Report the incident through CPOMS, attaching the concern to the relevant pupil.
- Ensure that your Line Manager is aware of the incident

Line Manager will

- Inform Head Teacher
- Ensure the welfare of the colleague involved with the incident
- Report the outcome of the incident to the colleague

Script 4: Dealing with a difficult parental meeting (part A)

Script to be read out/used when a meeting cannot continue:

I am sorry you are unhappy and I have not been able to resolve the issue now. However, your behaviour/tone is unacceptable in our school.

The meeting will therefore 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 the parent/carer (ensure you walk in front of them)
- Hold the door open to Reception
- Report the incident through CPOMS, attaching the concern to the relevant pupil.
- Ensure that your Line Manager is aware of the incident

Line Manager will

- Inform Head Teacher
- Ensure the welfare of the colleague involved with the incident
- Report the outcome of the incident to the colleague

Setting up a meeting with parents:

If there is potential for a negative parental reaction or you know that the parent can be challenging, please discuss this with your Line Manager prior to the meeting. Your Line Manager or a senior member of staff should support you with this meeting, if you feel uncomfortable doing this alone. Always book a meeting room behind reception.

Persistent Communication from parents:

Persistent communication via email and phone is not acceptable. Following legal advice from Southampton City Council, any parent/carer(s) who persistently communicates inappropriately through email/phone, will be asked to communicate with the school via a letter addressed to the Head Teacher to which the school will respond within 7 working days.

Vexatious Policy:

The school's Vexatious Policy will be followed in relation to persistently inappropriate communication from parents/carers.

Flow Chart of escalation

