

# Coalbrookdale & Ironbridge C.E. Primary School



## **Zero Tolerance Policy**

Last review: Spring 2026

Responsible: M. Dhaliwal (Headteacher)

Review Date: Spring 2027

## **Vision Statement**

Jesus said: 'Love each other as I have loved you'. John 15:12

Our school motto, 'Living life in all its fullness' is at the heart of everything we do and believe.

At Coalbrookdale & Ironbridge C.E Primary School, we aim to prepare the children in our care to become well-rounded members of society on their journey through school life and beyond.

We strongly believe that children learn best and achieve their full potential when they are happy and feel secure. We strive to provide a safe learning environment with a warm and welcoming atmosphere that fosters a sense of belonging among children, staff, families and the wider community. We value each individual's uniqueness and diversity, promoting respect and acceptance of one another as equals and celebrating the differences that make our community so special.

We have high expectations of the children, and we work hard to support them to become the best that they can be. For our children to flourish, socially and academically, we aim to provide an outstanding education that is both challenging and inclusive. All children are encouraged to embrace the many opportunities, and the support school provides, so that they become curious learners who are motivated and resilient with a 'Can do' attitude. Our aim is to provide the children of Coalbrookdale & Ironbridge with countless positive experiences, along with happy lifelong memories, from their time with us. We also have high expectations of attendance. We encourage families to be at school every day and to arrive on time in order to not miss any learning.

Through our supportive and inclusive Christian ethos, we are proud to foster our school values of trust, responsibility, respect, compassion and perseverance, embedding these within everyday life at school. We believe that the emotional health and wellbeing of the whole school community is fundamental to the ongoing success of our school. We aspire to make our school a place of excellence where we educate, nurture and value everyone; that ALL children will enjoy learning and achieve their potential.

### **'Flourishing For All'**

This policy, as written, does not discriminate on any grounds, including, but not limited to, age, disability as well as SEND, gender reassignment, gender identity, marriage and civil partnership, race, religion or belief, sex and sexual orientation.

'Let us always meet each other with a smile, for the smile is the beginning of love.' Mother Teresa.

## **1. Policy Statement**

At Coalbrookdale and Ironbridge CE Primary School, we are committed to providing a safe, respectful and professional environment for all members of our school community. We operate a zero-tolerance approach to abusive, threatening, intimidating, discriminatory or harassing behaviour towards staff, pupils, members of the Interim Executive Board (IEB), volunteers or visitors.

Unacceptable behaviour by adults will not be tolerated under any circumstances.

This policy applies to all adults interacting with the school, including:

- Parents and carers
- Visitors
- Contractors and suppliers
- External professionals
- Members of the public

## **2. Scope of the Policy**

This policy applies to behaviour that occurs:

- On school premises
- During school events or activities (on or off site)
- Through written communication, including emails and letters
- Via telephone calls or messaging platforms
- Online, including social media, where behaviour relates to the school community

The policy applies to:

- Single serious incidents
- Repeated or escalating behaviour

## **3. Definition of Unacceptable Behaviour**

Unacceptable behaviour includes, but is not limited to:

### a) Verbal Abuse

- Shouting or aggressive language
- Swearing directed at staff or pupils
- Insulting, demeaning or humiliating language
- Sexualised, inappropriate or offensive comments

### b) Harassment

- Sexual harassment
- Discriminatory remarks relating to protected characteristics (Equality Act 2010)
- Repeated unwanted contact
- Intimidation, coercion or pressure

### c) Threatening or Intimidating Behaviour

- Threats of harm or violence
- Aggressive body language
- Making vexatious or malicious allegations
- Attempts to undermine or intimidate staff

### d) Physical Aggression

- Physical intimidation
- Pushing, grabbing or unwanted physical contact
- Damage to property

### e) Online or Written Abuse

- Abusive or threatening emails or messages
- Defamatory or aggressive social media posts
- Repeated complaints designed to harass or intimidate

#### **4. Sexual Harassment by Third Parties**

Where a complaint relates to sexual harassment by a third party (for example, a parent, contractor, supplier or visitor to the premises), the matter will be dealt with in line with this Zero Tolerance Policy.

Such behaviour will be treated as a serious safeguarding and conduct issue, and appropriate action will be taken to protect staff and pupils.

#### **5. Safeguarding and KCSIE 2025**

In line with Keeping Children Safe in Education (KCSIE) 2025, the school recognises that:

- All forms of abuse and harassment must be taken seriously
- Staff and pupils have the right to feel safe and respected
- Inappropriate adult behaviour may constitute a safeguarding concern

Where behaviour presents a safeguarding risk:

- The Designated Safeguarding Lead (DSL) will be informed immediately
- External agencies (e.g. Local Authority Designated Officer, Police) may be contacted

#### **6. Response to Unacceptable Behaviour**

The school will respond proportionately and appropriately. Actions may include:

- Verbal or written warning
- Restricting access to the school site
- Limiting communication to written contact only
- Requiring meetings to be attended with a senior leader present
- Banning an individual from school premises (with exceptions for statutory duties relating to their child's education)
- Referral to external agencies, including the police, where necessary

Decisions will be made by the Headteacher, in consultation with the Chair of the IEB where appropriate.

#### **7. Support for Staff and Pupils**

The school will:

- Take all reports seriously
- Provide reassurance and support to those affected
- Ensure staff are not expected to tolerate abuse as part of their role
- Offer guidance and support following incidents

#### **8. Reporting and Recording**

- All incidents of unacceptable behaviour will be recorded
- Records will be factual, timely and confidential
- Patterns of behaviour will be monitored

#### **9. Communication with Parents and the Community**

The school expects all adults to:

- Treat staff and pupils with courtesy and respect
- Raise concerns appropriately and through agreed channels

This policy will be shared with parents and visitors as appropriate and may be referenced in school communications.

#### **10. Monitoring and Review**

This policy will be reviewed:

- Annually
- Following changes to statutory guidance
- After serious incidents or learning reviews