

Zero Tolerance Policy

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Version	Author	Date	Section	Changes summary
1.0	Anita Lall	August 2025	All	New policy

Zero Tolerance Policy

1. Introduction

The College is committed to providing a safe, respectful, and supportive environment for its staff. This policy sets out a zero-tolerance approach to abusive, aggressive, or inappropriate behaviour directed at staff by individuals other than employees — including parents, guardians, carers, visitors, contractors, and members of the public.

The College will take firm action to protect its staff and ensure that all interactions are conducted in a respectful and professional manner.

2. Scope

This policy applies to all non-staff individuals who interact with college employees, whether on college premises, via telephone, email, or other forms of communication, or during college-related activities off campus. This policy applies to all College sites.

Unacceptable behaviour by staff towards other members of staff is subject to the Staff Code of Conduct and Staff Disciplinary Procedure. Unacceptable behaviour by students is subject to the Student Behaviour Policy and Procedures.

3. Role and Responsibilities

Role	Responsibility
Senior Leadership Team	Overall responsibility
Head of Student Experience and Inclusion	Deal with incidents of unacceptable behaviour by students
Head of People and Culture	Deal with incidents of unacceptable behaviour by staff
Head of Facilities and Estates	Deal with incidents of unacceptable behaviour by visitors
Heads of Department	Assist in the compliance of this policy
All staff	Must understand and comply with the policy

4. Policy Statement

The College will not tolerate any form of abusive, aggressive, or threatening behaviour towards its staff. Such conduct undermines the safety and wellbeing of employees and will result in appropriate action, which may include removal from premises, withdrawal of services, or referral to the police.

5. Our Commitment

The College values open communication and partnership with parents, carers, visitors, and the community. However, this must be built on mutual respect. By enforcing this zero-tolerance policy, the College affirms its commitment to protecting staff from abuse, ensuring a safe and professional environment for all.

6. Prohibited Conduct

The following behaviour towards staff, in person, over the phone, or in writing (including email and social media) is unacceptable and will not be tolerated:

6.1. Violence and Threats

- Physical assault, threats of harm, or intimidation.
- Possession or use of weapons on College grounds.

6.2. Abuse and Harassment

- Verbal abuse, shouting, swearing, or use of offensive language.
- Derogatory or discriminatory remarks based on race, gender, religion, disability, sexual orientation, or other protected characteristics.
- Persistent or vexatious complaints intended to harass staff.

6.3. Bullying and Aggressive Conduct

- Aggressive gestures, invading personal space, or attempts to coerce or intimidate staff.
- Repeated unreasonable demands or communications that are excessive, hostile, or abusive.

6.4. Disruption of College Activities

- Behaviour that interferes with staff carrying out their professional duties.
- Refusal to follow College procedures or reasonable instructions while on site

This list is not exhaustive

7. Reporting and Action

The College reserves the right to refuse entry to, or limit interactions with, any individual who engages in prohibited conduct under this policy. The safety and dignity of staff are the College's priority, and zero tolerance will be applied consistently.

Staff should point out and challenge unacceptable behaviour when appropriate and safe to do so. If the unacceptable behaviour continues, the staff member should immediately report any incident of unacceptable behaviour to the relevant manager (see zero tolerance procedure)

In serious cases, the College may:

- Ask the individual to leave the premises.
- Restrict or withdraw access to College staff and facilities.
- Involve the police where threats, violence, or criminal behaviour are present

8. Legislation and Regulatory Compliance

In all aspects of this policy the College will comply with the following legislation:

- DfE Guidance Controlling Access to School Premises
- Health and Safety at Work Act 1974
- Sexual Offences Act 2003
- Equality Act 2010
- Protection from Harassment Act 1997
- OfS Condition of Registration E6

9. Monitoring and Review

The Principal will maintain oversight of the effectiveness of these arrangements. Compliance will be monitored through annual audits, feedback from staff and students, and reported to the Governing Body. This policy will be reviewed annually or in response to legislative changes.

10. Related Policies and Documents

- Complaints and Compliments Policy
- Staff Code of Conduct
- Staff Disciplinary Policy & Procedure
- Student Behaviour Policy
- Sexual Harassment, Sexual Misconduct and Sexual Violence Policy.
- Anti- Harassment and Bullying Policy and Procedure

11. Equality Impact Assessment

This policy has been assessed for equality impact to ensure it does not discriminate against any protected characteristics. And that there are no unintended consequences for staff /students/stakeholders with protected characteristics.