

# Zero Tolerance Procedure

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## Changes made

Version	Author	Date	Type of change/section	Reason for change
1.0	Anita Lall	August 2024	New Procedure	New policy

This procedure contains the following:

- Purpose of the procedure
- Scope
- Roles and responsibilities
- Reporting
- Informal Resolution
- Formal actions
- Monitoring and Review
- Related Policies and Procedures
- Equality Impact Assessment

## Zero Tolerance Procedure

### 1. Introduction / purpose of procedure

This procedure outlines the steps to be taken in cases of abusive, aggressive, or inappropriate behaviour being directed at staff by individuals other than employees — including parents, guardians, carers, visitors, contractors, and members of the public. This procedure should be read alongside the Zero Tolerance Policy.

### 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 & Responsibilities

<b><i>Role</i></b>	<b><i>Responsibility</i></b>
Senior Leadership Team	Overall responsibility
Head of Student Experience and Inclusion	Deal with incidents of unacceptable behaviour by students / parents/carers
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/contractors
Relevant Head of Department	Deal with incidents of unacceptable behaviour by visitors

### 4. Reporting

- 4.1. Staff members should immediately report any incident of unacceptable behaviour to their line manager, who will determine whether the matter falls to be dealt with under this Policy.
- 4.2. In the event that it does, line managers should then consider whether an informal resolution is possible. This will depend on the circumstances, and nature of the unacceptable behaviour complained of.
- 4.3. Where the abuse takes place via phone, the staff member taking the call should advise the caller politely that the call will be terminated under the zero tolerance policy if the abuse continues or escalates
- 4.4. All reports will be taken seriously, investigated, and appropriate action taken.
- 4.5. Any complaint that arises from incidents of abusive behaviour will be dealt with under the College's Complaints Policy

### 5. Informal Resolution

- 5.1. Informal resolution can involve the Head/Deputy Head of Department speaking to the parent/guardian/carer, member of the public concerned, etc or sending them an email/letter and explaining to them why their behaviour is felt to be unacceptable and what behaviour the College expects to see from them in future
- 5.2. In some cases it may be appropriate to invite parent/guardian/carer, member of the public concerned, etc to be invited to an informal meeting to discuss this.

## **6. Formal actions**

- 6.1 In the event that the unacceptable behaviour continues, or in circumstances where the unacceptable behaviour complained of is sufficiently serious to involve the SLT, for instance, where there have been acts of violence or threats of violence against staff members, then the matter should be reported immediately to the SLT who will decide what action is appropriate in the circumstances.

Actions taken by the SLT could include one or more of the following:

- 6.2 Formal meeting - invite the individual in breach of this policy to a formal meeting with one of the SLT plus Head of Department to discuss events and clarify what is acceptable behaviour, with follow up email/letter including a warning about further action in the case of further incidents
- 6.3 Impose conditions - although fulfilling a public function, schools and colleges are private places. The public has no automatic right of entry. Visitors to the College have an 'implied licence' to come onto the college premises at certain stated times. Anyone exceeding this would be trespassing. Possible conditions on an individual's contact with the College and its staff could include
  - being accompanied to any meeting with a member of College staff by a member of the Senior Leadership Team or Head of Department
  - restricting contact by telephone to named members of the Senior Leadership Team or Head of Department
  - restricting written communications to named members of the Senior Leadership Team or Head of Department
  - restricting attendance at College events to those where the individual will be accompanied by a member of the Senior Leadership Team or Head of Department
  - any other restriction as deemed reasonable and proportionate by the Senior Leadership Team.
- 6.4 Imposing a ban – this will occur where there is persistent course of dealings by an individual with College staff that is either abusive and or aggressive, or intimidating, etc., or where there is a single, but serious incident, for instance, an act of violence against one or more members of College staff, then the College may consider banning the individual from College premises. This will also include banning the individual from accessing College staff by written communication, social media or telephone. The decision to impose a ban will be reviewed by the Senior Leadership Team after approximately six months (and every six months after that, if appropriate, until no longer necessary)
- 6.5 Removal - Individuals who have been banned from College premises and continue to cause a nuisance will be deemed to be trespassers. In these circumstances, the offender may be removed from the College This may be

carried out by a police officer. Where the situation is sufficiently serious, then legal proceedings may be brought against the individual as well.

In the event that conditions or a ban are imposed, a letter would be sent by the Senior Leadership Team advising this. Individuals are given 10 working days from the date of that letter to make representations about the conditions/ban in writing to the Senior Leadership team. The Senior Leadership Team will then decide to confirm, remove or revise the conditions / ban. This will be communicated in writing to the individual. This decision is final

The decision will be reviewed by the Senior Leadership Team after approximately six months (and every six months after that, if appropriate, until no longer necessary). When deciding whether it will be necessary to maintain, extend or remove the conditions/ban, Senior Leadership Team will consider the extent of the individual's compliance with the conditions, any appropriate expressions of regret and any assurances of future good conduct by the individual and any evidence of their cooperation with the College in other respects

## **7. Monitoring and Review**

Any complaints that arise from incidents of abusive behaviour will be dealt with under the College's Complaints and Compliments Policy.

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

## **8. Related Policies and Procedures**

- Zero Tolerance Policy
- Complaints and Compliments Policy
- Staff Code of Conduct
- Staff Disciplinary Procedure
- Student Behaviour Policy
- Sexual Harassment Policy (Staff)
- Prevention of Student Harassment and Sexual Misconduct Policy

## **9. Equality Impact Assessment**

An equality impact assessment has been carried out and there no unintended consequences for staff /students/stakeholders with protected characteristics