



مدرسة جيمس متروبول الواحة  
GEMS Metropole School  
AL WAHA

# POLICY

## Zero Tolerance

Approved by:	Jeremy Hallum (Principal)
Last reviewed on:	August 2023
Next review due by:	August 2026

### MISSION

Lead, nurture and succeed.

### VISION

A sustainable and inclusive community hub, nurturing future leaders.

*Nurturing*  
**LEADERSHIP**



This policy is applied at MTW alongside our school's vision, mission and values. Alongside the principles of High Performance Learning; VAA and A.C.P. characteristics.

## **Introduction and Background**

As a school the staff of GEMS Metropole School Al Waha are committed to close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of school staff or the wider school community.

We expect and require all members of GEMS Metropole School Al Waha staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

## **Aims**

GEMS Metropole School Al Waha vision and values are built on the foundations of kindness and respect. As members of the MTW family all stakeholders are committed to ensuring the vision and values are upheld at all time by all members of our community. As such the following types of behaviour are considered serious and unacceptable and will not be tolerated:

- Shouting at members of school staff, either in person or over the telephone;
- Physically intimidating a member of staff, e.g. standing very close to him or her;
- The use of aggressive hand gestures;
- Threatening behaviour towards anyone;
- Shaking or holding a fist towards another person;
- Swearing;
- Pushing;
- Hitting, e.g. slapping, punching and kicking;
- Spitting;
- Breaching the school's security procedures.
- Insults posted on social networking sites.
- Repeatedly not punctually collecting students when they are either ill or at the end of the school day

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour will result in further sanctions and consequences for individuals who breach this policy.



If a parent, carer, or other visitor behaves in an unacceptable way towards a member of the school community, the Principal or appropriate senior staff will seek to resolve the situation through discussion and mediation.

Where all procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence or aggression, a parent or carer may be banned by the Principal from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

- The parents will be informed, in writing, that he or she is banned from the premises, subject to review. The letter will explain what will happen if the ban is breached
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be included;
- Where appropriate, arrangements for pupils being delivered to and collected from the school will be clarified.

### **Monitoring and review**

This policy is monitored by MTW Senior Leaders and will be reviewed every three years or earlier if necessary.

