

Zero Tolerance Statement for Abuse Towards Staff

At St Piers School and College, we are committed to providing a safe, caring and respectful environment for the children and young people we support, their families, visitors and our staff

Our staff have the right to carry out their roles without fear of abuse, intimidation, harassment or violence. We therefore operate a **zero tolerance approach** to unacceptable behaviour towards any member of staff, whether this occurs in person, by telephone, email, social media, messaging platforms or any other form of communication.

We understand that there may be occasions when parents, carers or others wish to raise concerns or make a complaint. We welcome feedback and are committed to listening, responding fairly and resolving concerns wherever possible. However, we ask that all communication is conducted respectfully and courteously.

Unacceptable Behaviour

Examples of unacceptable behaviour include, but are not limited to:

- Shouting, swearing or using offensive or abusive language.
- Personal insults, derogatory remarks or discriminatory comments.
- Bullying, harassment, intimidation or threatening behaviour
- Physical violence or threatening gestures
- Repeated, unreasonable or excessive contact that causes distress or disrupts our services.
- Recording or photographing staff without their knowledge or consent, where not permitted.
- Publishing abusive, offensive, defamatory or misleading comments about staff on social media or other online platforms.
- Any behaviour that causes staff to feel unsafe, distressed or unable to carry out their duties.

Our Response

Any incident of unacceptable behaviour will be taken seriously and managed appropriately. Depending on the circumstances, we may:

- remind individuals of the standards of behaviour expected;
- issue a formal warning;
- require communication to take place through a nominated member of the leadership team;
- restrict access to our school, college or residential sites where this is necessary to protect staff, children and young people;
- report incidents to external agencies or the police where behaviour is threatening, abusive or unlawful; and
- take any other reasonable and proportionate action necessary to protect the safety and wellbeing of our community.
- Review and, where appropriate, end a young person's placement in accordance with contractual, regulatory and statutory requirements.

Our Commitment

We are committed to treating everyone with dignity, fairness and respect, and we ask that the same courtesy is shown to our staff. By working together respectfully, we can provide the safe, positive and supportive environment that every child and young person at St Piers deserves.

We will always listen to genuine concerns and seek to resolve them constructively.

We will not tolerate abuse towards our staff.

This policy is agreed by Young Epilepsy's Trust Board and will be implemented by all at St Piers.

Date: 20 July 2026