



Zero-Tolerance Policy

The purpose of this policy is to provide a reminder to all parents, guardians and visitors about expected conduct to ensure a safe and positive learning environment for the students.

A zero-tolerance policy in Lancaster Tutoring Centre is a strict enforcement of regulations and bans against certain behaviours or the possession of items deemed undesirable.

● **Respect and concern for others and their rights**

Parents and guardians are allowed on the premises but this may be withdrawn if necessary. We ask that parents, guardians and visitors make themselves known upon entry and should not walk around the Centre unless they have been given permission to do so.

Tutors will always do their best to talk to parents, but this is not always possible, particularly during teaching times and unfortunately, we are not always able to rearrange some commitments at short notice. If a member of staff is not available, then please ask a senior member of staff.

We expect parents and guardians to show respect and consideration for others by:

- Allowing plenty of time so that children arrive ready for a punctual start to the session.
- Supporting the respectful ethos of the Centre by setting a good example in their own speech and behaviour towards all, both on the premises and in its immediate area.
- Working together with all staff for the benefit of the children.

We ask you to contact the Centre to deal with any issues of concern. The Centre will discuss and clarify specific events, issues and queries in order to bring about a positive solution; in the rare event that an issue cannot be resolved informally and a parent/guardian wishes to make a complaint, there is a formal complaints procedure to be followed.

We will not tolerate:

- Disruptive behaviour which interferes with teaching, learning or administration within the Centre.
- The use of loud and/or offensive language
- Threatening, intimidating or aggressive behaviour towards others
- Actions/comments causing mental and/or emotional abuse to others.
- Threatening or damaging emails, texts or social media messages relating to the Centre and those in it.
- The use of tobacco/vapes or being under the influence of alcohol or other drugs on the premises.
- Damaging of Centre property

Aggressive or abusive behaviour includes:

- Language (whether verbal or written) that may cause staff to feel afraid, threatened, offended or abused and may include threats.
- Personal verbal abuse.
- Derogatory remarks and rudeness.
- Remarks of a racial or discriminatory nature.
- Unsubstantiated allegations.

Zero Tolerance Protocol

The aforementioned actions and behaviours will not be tolerated at the centre. We understand that people can become angry with regards to matters that they feel strongly about, not being dealt with as they wish. However, the zero-tolerance approach means that some adverse behaviours and actions may be reported to local authorities and the police. Some actions may have legal consequences and any offending adult or student may be prohibited from entering the Centre to ensure the safety of others.

Date last reviewed: July 2025