



Zero Tolerance Policy

2026-27



DHRUV GLOBAL SCHOOL*Al Barsha South, Dubai | CBSE Curriculum*

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This policy will be reviewed annually, or more regularly in light of any significant new developments. Next anticipated review date:	August 2027

ZERO TOLERANCE POLICY

At Dhruv Global School (DGS), we are committed to providing a safe, respectful, and inclusive environment for every member of our community — students, staff, parents, and visitors. This Zero Tolerance Policy sets out the behaviours we consider unacceptable and the actions the school will take to address them, in line with our duty of care and KHDA's expectations around safeguarding, safety, and wellbeing.

1. Purpose

This policy exists to maintain a school environment in which:

- Staff can carry out their duties effectively, without fear of disruption, intimidation, or conflict.
- Students feel safe, secure, and supported throughout their learning journey.
- Parents and visitors are able to engage constructively with the school to support students' educational outcomes.
- Every interaction on campus, and in school-related communication, reflects mutual respect.

2. Scope

This policy applies to all individuals on school premises, on school transport, at school-organised events, or engaging with the school community through any communication channel, including:

- Students
- Staff (teaching and non-teaching)
- Parents and guardians
- Visitors and contractors

3. Unacceptable Behaviours

DGS has a zero-tolerance stance towards behaviours that cause distress or harm, or that disrupt the school's ability to fulfil its purpose. These include, but are not limited to:

- **Verbal Abuse:** Shouting, swearing, or directing personal insults at any member of the school community.
- **Physical Intimidation or Assault:** Threatening behaviour, pushing, hitting, or any other use of physical force.
- **Aggressive Gestures:** Invasive hand movements, finger-pointing, or deliberately invading another person's personal space.
- **Harassment or Bullying:** Any unwanted or unwelcome conduct that demeans, threatens, or humiliates an individual, including bullying.
- **Online Aggression:** Posting defamatory, insulting, or threatening comments about the school, staff, students, or families on social media or other platforms.
- **Vexatious Conduct:** Repeated, unreasonable, or abusive contact with staff (calls, emails, or messages) that goes beyond legitimate concern-raising.



- **Security Breaches:** Failing to follow school security or safeguarding procedures, including unauthorised entry to campus.

4. Addressing Unacceptable Behaviour

When such behaviours occur, DGS is committed to responding promptly, fairly, and proportionately, prioritising de-escalation and mediation wherever appropriate. Staff are trained to recognise early signs of frustration and to apply techniques that defuse tense situations, including:

- Offering a private, quiet space for discussion.
- Involving a neutral, senior staff member as mediator.
- Engaging in open, respectful dialogue aimed at resolving the issue constructively.

Sanctions & Actions

For severe, repeated, or unresolved offences, the school may take one or more of the following actions, proportionate to the severity of the incident:

- Issuing a verbal or written warning outlining the concern and the consequences of continued misconduct.
- Restricting an individual's access to school premises, temporarily or permanently.
- Referring incidents involving safeguarding concerns, violence, or unlawful conduct to the Child Protection Lead and/or relevant authorities.
- Escalating persistent parental or visitor misconduct to the Senior Leadership Team for review under this policy.

Restorative Actions

Where appropriate, the school will use restorative approaches — mediation, guided reflection, and follow-up meetings — to rebuild trust and repair relationships within the school community.

5. Procedure for Restricting or Banning Access to Premises

In serious cases, where an individual's conduct poses a significant risk to the safety or wellbeing of the school community, the following steps will apply:

- i. **Issuance of Notice:** The individual will receive written communication from the Principal or Vice Principal detailing the reason for the restriction, its duration, and any conditions attached.
- ii. **Right to Appeal:** The individual may appeal the decision by submitting a written request to the Principal within 5 school working days of receiving the notice.
- iii. **Review Process:** The Senior Leadership Team will review the appeal, consider all relevant information and any supporting evidence, and communicate the final decision in writing within 10 school working days.

6. Roles & Responsibilities

- **Staff:** Staff are expected to model respect and professionalism in every interaction, and to report incidents promptly using the school's incident-reporting procedure.
- **Parents:** The school encourages parents to raise concerns through the appropriate channels (class teacher, Head of Section, or Vice Principal) and to engage constructively in resolving them.
- **School:** Clear, published communication channels are maintained so that parents, staff, and visitors can raise concerns or provide feedback, with issues acknowledged and addressed promptly.



7. Related Policies

This Zero Tolerance Policy should be read alongside:

- Anti-Bullying Policy
- Child Protection & Safeguarding Policy
- Attendance & Punctuality Policy
- Complaints & Grievance Policy
- Acceptable Use / Online Safety Policy