

December 2021

Dear Families,

We have been fortunate to have such a supportive body of parents and carers who recognise that educating children is a process that involves a partnership between parents/carers, staff and the whole school community.

We have developed very clear expectations at Chase Terrace Academy and believe that it is important to:

- Work in partnership with our families to support their child's learning
- Create a safe, orderly, respectful and inclusive environment for students, staff and visitors to the site
- Model appropriate behaviours for our students at all times.

Like most professional establishments, we expect visitors, including parents and carers to:

- Treat all members of the community with respect
- Respect the ethos, vision and values of our school
- Work together with our staff in the best interests of our students
- Seek a peaceful and reasonable solution to all issues, including when seeking to clarify a child's version of events with the school's view so that we can bring a peaceful resolution to any issue
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach members of staff with respect and without physical or verbal abuse
- Follow the complaints procedure to resolve any issues of concern where they feel an appropriate response has not been received.

It is regrettable that we have experienced some very aggressive and abusive communications recently and for this reason we are writing to all parents to reiterate our expectations. Our staff work hard for the best outcomes for all students and to support them to become polite, caring and strong individuals that can resolve issues in a positive way.

Due to the increasing number of inappropriate communications we have received we have introduced a Vexatious Communications Policy and this is available on the school website or follow this link: <https://bit.ly/3GgAJdD>. Please take time to read this as this will be in place with immediate effect.

As stated at the start of this letter, the vast majority of our parents and carers are extremely supportive and we thank you for this especially over the last two years when things have been tough for everyone.

I am sure that you will appreciate that we have a duty to model good behaviour and I must protect our school community from abuse, which will not be tolerated.

Kind regards,



**Ms N Mason**  
**Head of School**