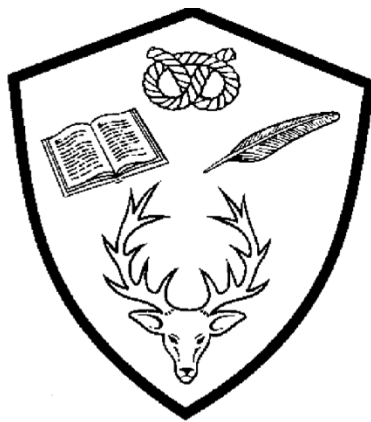


# Chase Terrace Primary School

## Parent/Carer/Visitor Code of Conduct



Together we Learn  
Together we Aspire  
Together we Succeed

## Chase Terrace Primary School Parent/Carer/Visitor Policy

<b>Person Responsible:</b>	Headteacher
<b>Approval Body:</b>	Chair of Governors using Chair's Power to Act
<b>Date of approval:</b>	February 2026
<b>Review date:</b>	February 2028

At Chase Terrace Primary School, we are very fortunate to have a supportive and friendly parent body. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate in the life of our school. The purpose of this document is to communicate to all parents, carers, and visitors to our school about expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

### Guidance

We expect parents, carers and visitors to:

- Adhere to Chase Terrace Primary School policies, procedures & protocols (all available on website via [Chase Terrace Primary School](#) ).
- Ensure their child attends every day when the school is open.
- Ensure their child arrives to school on time, ready and equipped to learn: "Here every day ready on time".
- Respect the caring ethos of the school
- Understand that both teachers and parents/carers need to work together for the benefit of children
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the school calmly to resolve any issues of concern

- Avoid using staff as threats to admonish children's behaviour

In order to support a peaceful and safe school environment, Chase Terrace Primary School will not tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office or any other area of the school grounds.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper.
- Using racist and/or discriminatory language or behaviours.
- Spitting.
- Threatening to do actual bodily harm to a member of staff, governor, visitor, fellow parent/carer or pupil, regardless of whether the behaviour constitutes a criminal offence.
- Threatening to and/or damaging or destroying school property.
- Littering.
- Abusive or threatening e-mails, texts, voicemails, phone messages or other written communication.
- Recording any staff member, whether this be via video footage or voice notes.
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or other social sites (See Appendix 1). Any concerns that a parent/carer/visitor may have about the school must be made through the appropriate channels by speaking to the class teacher or Senior Leadership team so they can be dealt with fairly, appropriately and effectively for all concerned. Any complaints must follow the appropriate procedure via our Compliments, Comments and Complaints Policy, which is located on the school website.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
  - Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, vaping and consumption of alcohol or other drugs whilst on school property.

Should any of the above behaviours occur on school premises, the school may feel it is necessary to contact the appropriate authorities and, if necessary, ban the offending person from entering the school grounds. We trust that parents, carers and visitors will assist our school with the implementation of this policy as it allows us all to put our energies into the education and well-being of children and we thank you for your continuing support with this.

## **Appendix 1**

### **Inappropriate use of Social Network Sites**

In the event that any pupil or parent/carer of a child/ren being educated at Chase Terrace Primary School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site, or the police if necessary, by the school. All social network sites have clear rules about the content that can be posted on the site, and they provide robust mechanisms to report contact or activity that breaches this. The school will also expect that any parent/carer or pupil remove such comments immediately. In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate and/or disrespect another by inappropriate social network entry. We will take and deal with this as a serious incident and investigate bullying. Thankfully, such incidents are extremely rare.

We would expect that parents/carers would make all persons responsible for collecting children aware of this policy.