



## PARENT & CARER CODE OF CONDUCT

This policy applies to the whole school

*The Policy is available to the school staff on the 'Staff Shared'*

**We have a whole school approach to safeguarding, which is the golden thread that runs throughout every aspect of Landon school. All our school policies support our approach to safeguarding (pupil protection). Our fundamental priority is our pupils and their wellbeing; this is first and foremost.**

**Scope:** All who work, volunteer or supply services to our school have an equal responsibility to understand and implement this policy and its procedures both within and outside of normal school hours, including activities away from school. All new employees and volunteers are required to state that they have read, understood, and will abide by this policy and its procedural documents and confirm this via the signing of their employment contract.

**Legal Status:** Complies with The Education (Independent School Standards) (England) Regulations currently in force. **Monitoring and Review:** These arrangements are subject to continuous monitoring, refinement, and audit by the Headteacher. The Proprietor and Advisory Board will undertake a full annual review of this document, inclusive of its implementation and the efficiency with which the related duties have been implemented. This review will be formally documented in writing. Any deficiencies or weaknesses recognised in arrangements or procedures will be remedied immediately and without delay. All staff will be informed of the updated/reviewed arrangements, and it will be made available to them in writing or electronically.

Policy Agreed: December 2025

Date Published: December 2025

Next Review: December 2027

Signed:

Handwritten signature of Mr. Jody Tranter.

Mr. Jody Tranter  
Headteacher

Handwritten signature of Mr. Andy Thompson.

Mr. Andy Thompson  
Proprietor who is the Chair of the Advisory  
Board

Handwritten signature of Katie Thompson.

Katie Thompson  
Proprietor's agent

## 1. Purpose and ethos

This Parent & Carer Code of Conduct sets out the expectations for all parents, carers and anyone acting on their behalf when engaging with the school. It exists to ensure that the school remains a safe, respectful, and professional environment in which pupils can learn, staff can work effectively, and positive partnerships with families can flourish.

As an independent SEND school, we recognise that families may be under significant pressure and that communication can, at times, be emotive. This Code is not intended to prevent parents from raising concerns or advocating for their child. Rather, it sets clear boundaries around *how* concerns are raised so that they can be addressed constructively and in the best interests of pupils.

This Code applies to all parents and carers of pupils at the school, whether on site, in written or verbal communication, online, or when representing the school in the wider community.

## 2. Our commitment to parents

The school is committed to:

- Treating parents & carers with courtesy, dignity, and respect;
- Communicating openly, honestly, and professionally;
- Listening carefully to concerns and responding within reasonable timescales;
- Working in partnership with parents to support pupils' educational, emotional, and safeguarding needs;
- Applying this Code fairly, proportionately, and consistently.

### 3. Expected standards of behaviour

Parents and carers are expected to:

#### 3.1 Communication and conduct

- Communicate with staff in a polite, respectful, and professional manner at all times;
- Use appropriate language and tone in all written and verbal communications;
- Allow staff reasonable time to respond, recognising that staff cannot always respond immediately;
- Raise concerns through the appropriate school channels and in line with the School's Complaints Procedure where applicable;
- Respect the professional judgement and roles of staff.

#### 3.2 Engagement with the school community

- Support the School's policies, procedures, and decisions, including behaviour, safeguarding and attendance arrangements;
- Model respectful behaviour to children and young people when on site or communicating about the school;
- Respect the privacy, confidentiality and dignity of other pupils, parents, and staff.
- Refrain from discussing other pupils, families, or confidential school matters in public areas including the school entrance, car park, or pickup/drop-off areas.

#### 3.3 On-site behaviour

- Behave appropriately when on School premises or attending School-organised events;
- Follow all site safety instructions and safeguarding procedures;
- Treat staff, pupils, and visitors with respect.

### 4. Unacceptable behaviour

The following behaviours are considered unacceptable and will not be tolerated:

- Aggressive, abusive, or threatening behaviour, whether verbal, written or physical;
- Shouting, swearing, insulting language or personal attacks directed at staff, pupils, parents, or visitors;
- Harassment, intimidation, or discrimination of any kind;
- Repeated excessive or unreasonable contact, including persistent emails, messages or calls that are disproportionate or disruptive;
- Sending communications outside reasonable hours that place undue pressure on staff to respond;
- Recording staff or pupils without prior consent;

- Posting defamatory, misleading, or hostile comments about the school, staff or pupils on social media or other public forums;
- Undermining the authority of staff or the school in front of pupils;
- Entering restricted areas of the school without permission or refusing to leave the premises when asked;
- Discussing other pupils, their behaviour, needs, or family circumstances in public areas or with other parents;
- Raising concerns or complaints loudly or publicly in areas where they can be overheard by pupils, other parents, or visitors;
- Any behaviour that compromises safeguarding, staff wellbeing, or the effective running of the school.

## 5. Managing concerns and complaints

The school welcomes feedback and recognises parents' right to raise concerns. Parents are expected to:

- Raise issues calmly and respectfully;
- Raise concerns privately through appropriate channels rather than in public areas or with other parents;
- Follow the School's published Complaints Procedure;
- Avoid making allegations on social media or in public forums;
- Allow the School the opportunity to investigate and respond before escalating concerns externally.

## 6. Breaches of this Code

Where behaviour falls below the standards set out in this Code, the School may take proportionate action. This may include one or more of the following:

- Informal discussion or clarification of expectations;
- Written warning outlining the breach and required improvement;
- Restriction of communication to specific methods or named staff;
- Requirement that meetings take place with a senior leader present;
- Temporary or permanent exclusion from School premises;
- In serious or persistent cases, consideration of the termination of the pupil's place at the school, in accordance with the School's Terms and Conditions.

The Headteacher (or their delegate) will determine appropriate actions, acting reasonably and in the best interests of pupils, staff, and the wider school community.

## 7. Safeguarding and staff wellbeing

The school has a duty to safeguard pupils and protect the wellbeing of staff. Any behaviour that places pupils or staff at risk, or that undermines safeguarding arrangements, will be treated as a serious matter and may result in immediate action.

## 8. Application and review

This Code of Conduct applies to all parents and carers from the point of a pupil's admission to the school and throughout their time on roll.

The school reserves the right to review and amend this Code, as necessary. The most up-to-date version will be made available to parents.



Acceptance of a place at the school constitutes an expectation that parents and carers will adhere to this Code of Conduct.

*Landon School is committed to safeguarding and promoting the welfare of children and young people and expects all members of the school community to share this commitment.*