



Parent and Visitor Code of Conduct

Document Control

Item	Detail
Policy title	Parent and Visitor Code of Conduct
Policy category	Governance
Policy owner	The Head
Senior leader responsible	The Head
Effective date	30/10/2026
Review cycle	Annual
Next review	01/09/2027
Version	V1.0
Applies to	All parents, carers and visitors to the School
Availability	Published on the School website

Policy Summary

This Code of Conduct sets out the standards of behaviour expected of parents, carers and visitors when interacting with the School community. It promotes respectful relationships, supports the wellbeing and safety of pupils and staff, and explains the action the School may take where behaviour falls below expected standards.

1. Purpose

Cokethorpe School values positive and respectful relationships between staff, pupils, parents, carers and visitors. This Code of Conduct sets out the standards of behaviour expected of all parents, carers and visitors when interacting with members of the School community.

This Code should be read alongside the School's Complaints Procedure Policy, Safeguarding and Child Protection Policy and Procedures, and other relevant School policies and procedures.

2. Our Expectations

- Treat staff, pupils and other members of the community with courtesy and respect.
- Communicate concerns in a constructive and appropriate manner.
- Follow School procedures when raising queries or complaints.
- Support the School in maintaining a safe, positive and inclusive environment.
- Respect the privacy and dignity of pupils, parents and staff.

3. Unacceptable Conduct

- Abusive, threatening, intimidating or discriminatory language.
- Harassment, including sexual harassment.
- Aggressive behaviour.
- Deliberate disruption of School activities.
- Inappropriate use of social media relating to members of the School community.
- Recording, photographing or filming staff or pupils without appropriate permission.
- Conduct that undermines the safety or wellbeing of staff, pupils or visitors.

4. Online Conduct

Parents and visitors are expected to communicate respectfully online and through social media.

Concerns should be raised directly with the School through the appropriate channels rather than through public criticism of staff, pupils or School matters on social media or other online platforms.

5. Raising Concerns

The School welcomes feedback and seeks to resolve concerns promptly and fairly.

Parents and visitors should use the School's published complaints and communication procedures when raising concerns.

6. Failure to Comply

Where behaviour falls below the standards set out in this Code, the School may take appropriate action.

- Issuing a warning.
- Restricting access to School premises or events.
- Limiting communication channels.
- Taking any other reasonable action considered necessary to protect the wellbeing of staff, pupils and the wider School community.

7. Monitoring, Review and Publication

The Head will keep this Code under review to ensure that it remains aligned with the School's values, safeguarding responsibilities and legal obligations.

The Code will be reviewed annually and published on the School website.

8. Related School Policies and Procedures

- Complaints Procedure Policy
- Safeguarding and Child Protection Policy and Procedures
- Other relevant School policies and procedures