



We respect the ethos, vision and values of our school and expect that parents, carers and visitors do the same.

Effective communication and positive, proactive engagement are key to ensuring that pupils enjoy school and make good progress and that staff feel valued. We want all our staff and young people to feel safe and happy in their working and learning environment.

Code of Conduct for Parents, Carers and Visitors

In interactions with Mayfield Primary and Cranmer Education Trust:

- ✓ We work together in a polite and professional manner
- ✓ We treat each other with dignity and respect
- ✓ We will not cause wilful damage to school, trust or staff property
- ✓ We will not behave in such a way as to impede school operation
- ✓ We will only use language appropriate for a school / professional environment
- ✓ We understand that abusive / threatening acts or behaviour will not be tolerated
- ✓ Complainants will provide appropriate opportunity to resolve any issues arising*

Parents, carers and visitors not following this Code of Conduct may be asked to leave or refrain from entering the premises. Unacceptable behaviours may be reported to the police where appropriate.

Please also see our **Complaints Policy** on the school website. Paper versions are available on request.

Thank you for your cooperation.

*In accordance with school policy we aim to respond to all queries within 10 working days

