DOWNSVIEW PRIMARY SCHOOL

Code of Conduct- for Visitors and External Professionals

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Signed on behalf of the Governing Body: Chair of Governors: _____

Date: October 2026

DOWNSVIEW PRIMARY AND NURSERY SCHOOL

Code of Conduct- for Visitors and External Professionals.

Applies to: All visitors, contractors, external agencies, consultants, agency workers, visiting professionals, volunteers, Union representatives and representatives of organisations attending or undertaking work on behalf of the school.

Our expectation is simple: everyone who enters or works with Downsview should be treated with dignity, courtesy and respect.

At Downsview, we are committed to creating a safe, happy and respectful environment for our children, staff and wider school community. We welcome visitors, contractors, union representatives and external professionals and value the important roles they play.

We expect everyone engaging with our school to uphold the same high standards of professional conduct that we expect from our own staff.

Our Expectations

1. Professionalism and Respect

- Treat all members of our school community with dignity, courtesy and respect, regardless of their role or position.
- Communicate calmly, appropriately and professionally, whether in person, by telephone, in meetings or through written correspondence.
- Refrain from aggressive, intimidating, confrontational, derogatory or disrespectful behaviour.
- Respect professional boundaries, individual responsibilities and the roles of school leaders and staff.

2. Professional Disagreements and Challenging Decisions

We recognise and respect that individuals, including union representatives and external professionals, may need to question decisions, raise concerns or challenge school practices.

We welcome constructive professional dialogue and recognise the importance of different perspectives.

However, we expect that:

- Disagreements are expressed respectfully and constructively.
- Concerns are raised through appropriate professional channels.
- Discussions remain focused on the issues rather than personal criticism.
- Individuals do not engage in behaviour intended to intimidate, undermine, humiliate or discredit members of staff.

Nothing in this Code restricts legitimate trade union representation, the right to raise concerns, safeguarding reporting, protected disclosures or other legal rights.

3. Safeguarding, Confidentiality and School Procedures

All visitors and external professionals must:

Follow the school's safeguarding, health and safety and security procedures.

Sign in and out and wear appropriate identification whilst on site.

Respect the confidentiality of information relating to children, families, staff and school matters, subject to lawful disclosure and reporting obligations.

Follow reasonable instructions from authorised school staff.

4. Where Expectations Are Not Met

Downsview will take concerns about inappropriate professional conduct seriously.

Where behaviour falls below these expectations, the school may raise concerns directly with the individual, contact their employing or representative organisation, or take other appropriate and proportionate action, including restricting access to the school where justified.

Any concerns will be addressed fairly and in accordance with relevant policies, safeguarding responsibilities and legal rights.

5. Application of this Code of Conduct

This Code of Conduct applies to all visitors, contractors, union representatives and external professionals engaging with Downsview Primary and Nursery School, whether attending meetings, working on site or communicating with school staff.

The school will make these expectations available to visitors and external professionals as appropriate.

Individuals are expected to conduct themselves in accordance with this Code when attending the school or engaging with its staff. A signed declaration is not required for these expectations to apply.

Where concerns arise regarding professional conduct, the school will address these appropriately and proportionately, in accordance with relevant policies and legal rights.

Our Golden Rule is Respect.

We expect everyone who works with our school to demonstrate this through their words, actions and professional relationships.