



Policies & Procedures

Parent, Carer and Representative Code of Conduct

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Alternative Formats:

If you require this document in an alternative format, please use the following contact information:
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1. Purpose

Coastland College is committed to providing a safe, welcoming and empowering environment for students, apprentices, staff, parents, carers, next of kin and visitors.

In line with our Purpose—to inspire students and apprentices for individual success—and our Values of being Connected, Welcoming, Dynamic, Empowering and Courageous, this Code of Conduct outlines the standards of behaviour expected from all parents, carers, next of kin and guardians.

The College's response will be proportionate to the seriousness, frequency and impact of the behaviour and will take account of all relevant circumstances. Wherever reasonably practicable, the least restrictive measure capable of managing the identified risk will be used.

2. Who does this Code of Conduct Apply to

This Code of Conduct applies to

- Parents, carers, next of kin and guardians, including prospective students, apprentices or alumni;
- Extended family members of students, apprentices including prospective students, apprentices or alumni;
- Individuals representing Parents, Carers, Next of Kin and Guardians;
- Visitors to the campuses who are engaged on the student's behalf.

Students and apprentices aged 18 or over

Where a student or apprentice is aged 18 or over, the College will normally communicate directly with that individual about their education, progress, personal information and any concerns.

Information will only be shared with a parent, carer, next of kin or other representative where the student or apprentice has provided appropriate consent, where another lawful basis permits or requires disclosure, or where safeguarding or other statutory responsibilities apply.

In this Policy 'parent / carer' means a parent or carer or anyone with a legal responsibility for a student or apprentice.

It should be noted that being registered as the 'next of kin' with the College or as an authorised person appointed by the student, apprentice or parent / carer does not automatically give a person authority to make educational decisions or access personal information

This Code supports and should be read alongside:

- [Keeping Children Safe in Education \(KCSIE\) statutory guidance](#)
- [Safeguarding Policy](#)



- [Anti-Bullying and Harassment Policy](#)
- [Student Code of Conduct](#)
- [Visitors Policy](#)
- [Complaints Policy](#)

We strive to work in partnership with parents and carers to support students to be future-ready, confident and resilient members of their communities.

3. Our Shared Expectations

Parents and carers are expected to:

- Respect the ethos, values and professional judgement of Coastland College staff;
- Communicate calmly, courteously and constructively with staff in all interactions;
- Work collaboratively with the College to resolve concerns in the best interests of the student;
- Model respectful behaviours for students and apprentices, both in person and online;
- Follow the appropriate channels for raising concerns, in line with the Complaints Policy;
- Support attendance, punctuality and engagement with learning;
- Comply with safeguarding procedures, including site access, sign-in arrangements and instructions from staff.

These expectations reflect our value of being Welcoming—creating a safe, inclusive and respectful environment for all—and Connected, working in partnership to help students thrive.

4. Behaviour That Will Not Be Tolerated

To maintain a safe and secure environment, Coastland College will not tolerate behaviours that breach staff safety, disrupt learning or undermine student welfare. This includes (but is not limited to):

4.1 Verbal, Physical or Written Abuse

- Shouting, intimidation or aggressive behaviour;
- Threats, harassment or discriminatory language;
- Swearing, offensive language or personal insults;
- Physical aggression or threats of harm;
- Repeated, excessive or persistent communications which, having regard to their frequency, nature, content or impact, are unreasonable and place a disproportionate



demand on staff or College resources. The College will distinguish between persistent pursuit of a legitimate concern and unreasonable or abusive behaviour.

The College will not tolerate the use of discriminatory language in relation to protected characteristics - Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.

4.2 Online, Social Media or Electronic Abuse

Parents and carers are strongly encouraged to raise concerns directly with the College through the appropriate complaints or safeguarding channels rather than through social media.

The College will take appropriate action where:

- Social-media activity amounts to harassment, threats, discriminatory abuse, disclosure of confidential or safeguarding information, targeted abuse of individuals, or other unlawful conduct.
- Knowingly publishing false statements, or publishing statements recklessly as to their truth, which may unlawfully damage the reputation of an individual or the College.

4.3 Safeguarding, including Privacy Rules on photography, filming or sharing images

- Photographing, filming or recording students, apprentices or staff without appropriate permission or contrary to college instructions, particularly where this creates a safeguarding, privacy, confidentiality or data-protection risk;
- Publishing or sharing images, recordings or personal information where this breaches confidentiality, privacy, safeguarding requirements or the lawful rights of another person;
- Posting confidential or personal information about students, apprentices and staff online;
- Entering teaching areas or office spaces without express invitation and accompaniment of a member of staff;
- Bringing children or other dependants onto campus without prior agreement, other than where attending a College event or activity at which they are permitted.



4.4 Disruptive or Unsafe Conduct on Campus

- Behaviour that disrupts teaching, learning or College operations;
- Damage or threat of damage to property;
- Approaching students or apprentices (other than your own young person) to challenge or discipline them;
- Attempting to resolve conflicts directly with other students, apprentices or families;
- Being under the influence of alcohol or drugs on college grounds;
- Harassment of any member of staff through use of excessive contact, including electronic abuse, in person visits or by telephoning, text, voicemails or digital messages;
- Driving beyond the speed limits defined on campus or moderating their driving speed and style, failing to showing due care and attention to events unfolding when driving across campus;
- Parking outside of designated parking areas, especially where this is likely to constitute a health and safety concern for students, apprentices, staff, other visitors and essential traffic on campus;
- Smoking outside designated areas;
- Bringing pets or other animals onto campus without prior authorisation. This restriction does not apply to assistance dogs accompanying a disabled person, subject to reasonable health, safety and animal-welfare requirements.

Such behaviours directly contradict our values of being a Welcoming and Safe community, and undermine staff and student wellbeing.

5. Legal and Statutory Framework

Coastland College has a duty of care to protect its staff, students and apprentices. The following legislation provides safeguards against abuse:

Coastland College has legal and statutory responsibilities to safeguard students and apprentices and to protect the health, safety and welfare of staff, students, visitors and others who may be affected by its activities.



This Code should therefore be applied having regard, where relevant, to:

Health and Safety and Protection from Abuse

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Protection from Harassment Act 1997;
- Public Order Act 1986.

Ensure staff are able to work free from intimidation or abuse.

Communications and Online Conduct

- Malicious Communications Act 1988;
- Communications Act 2003;
- Online Safety Act 2023;
- Defamation Act 2013.

These provisions may apply to certain threatening, harassing, menacing, grossly offensive or otherwise unlawful communications. Not every offensive, critical or inaccurate communication will amount to a criminal offence or defamation, and the College will consider the circumstances of each case.

Equality and Human Rights

- Equality Act 2010, including the duty to make reasonable adjustments where applicable and the Public Sector Equality Duty;
- Human Rights Act 1998.

The College will apply restrictions under this Code lawfully, fairly and proportionately and will consider whether reasonable adjustments are required.

Safeguarding and Information Governance

- Keeping Children Safe in Education 2026;
- Working Together to Safeguard Children 2026;
- Children Act 1989 and Children Act 2004, where applicable;
- Data Protection Act 2018 and UK GDPR.

Security and Preparedness

The College will also have regard to the Terrorism (Protection of Premises) Act 2025 and relevant Government guidance as its provisions are brought into force.



Safeguarding Requirements

The College must have regard to KCSIE in carrying out its duties to safeguard and promote the welfare of children under the age of 18, including responding appropriately where the conduct of an adult creates a safeguarding risk.

In accordance with [Keeping Children Safe in Education \(KCSIE\)](#) Coastland College is required to:

Working Together to Safeguard Children 2026

- maintain an environment in which students and apprentices feel safe, respected and supported;
- protect students and apprentices from harm, including harm caused by adults' behaviour;

Any behaviour by parents, carers, next of kin or guardians that undermines safeguarding procedures or threatens student or apprentices welfare will be taken extremely seriously.

Nothing in this section prevents an individual from reporting an immediate safeguarding concern, risk of harm, crime or emergency directly to the appropriate College safeguarding team, emergency service or statutory authority.

Terrorism (Protection of Premises) Act 2025 ("Martyn's Law")

The College will continue to prepare for the requirements of the Act and associated statutory guidance as they are brought into force, including appropriate arrangements for access, evacuation, invacuation, lockdown and emergency communication.

6. Responding to Concerns

Nothing in this Code of Conduct prevents a student, apprentice, parent, carer or representative from raising a legitimate concern, making a complaint, pursuing an appeal or contacting an external regulator or statutory body where they are entitled to do so.

The College will not treat the fact that an individual has made, pursued or repeated a complaint as unacceptable behaviour in itself. Restrictions will relate to the manner, frequency or impact of communications rather than the substance of a legitimate complaint.

Where the College's internal complaints procedure has been exhausted, information about any applicable external escalation route, including referral to the Department for Education where appropriate, will be provided in accordance with the Complaints Policy.



Parents, carers, next of kin or guardians should raise concerns respectfully with:

1. The relevant member of staff, including academic or support staff;
2. The Head of Curriculum and Skills, or
3. A member of the Senior Leadership Team, or
4. The College's Complaints Officer (for unresolved concerns or formal complaints)

This ensures issues are addressed fairly, promptly and through the correct channels.

Persistent emailing, telephoning or demands for immediate meetings will be viewed as unacceptable conduct by the College.

Attempts to circumvent the College's Complaints process are also unhelpful and it is expected that complainants engage fully in the processes outlined in the Complaints Policy, exhausting all potential routes outlined within this policy.

It should be noted that the College does not expect its staff to

- Respond to any form of contact outside of college working hours;
- Provide an immediate response to any form of contact initiated.

7. Consequences of Breaching the Code of Conduct

Depending on the nature and severity of the behaviour, the College may:

- Issue a verbal or written warning;
- End a meeting or telephone conversation if behaviour becomes unacceptable;
- Require an individual to leave College premises immediately;
- Issue a temporary or permanent Campus Ban; any restriction will be proportionate to the circumstances and will normally be subject to periodic review.

Immediate restrictions may be imposed without prior warning where reasonably necessary to protect students, apprentices, staff or others.

- Report the incident to the Police, where behaviour may constitute a criminal offence;
- Adjust contact arrangements. Before imposing restrictions, the College will consider whether the behaviour may be affected by disability, communication needs or other relevant circumstances and whether any reasonable adjustment is required under the Equality Act 2010;



- The College will take all reasonable steps to ensure that sanctions imposed in relation to a parent, carer or other adult do not adversely affect the student's or apprentice's continued access to education.

In exceptional circumstances where the behaviour of another person creates a serious and continuing safeguarding, health and safety or operational risk that cannot reasonably be managed by alternative measures, the Principal may undertake an individual risk assessment and determine what further arrangements are necessary.

Any decision affecting the learner's education will be lawful, proportionate, evidence-based and made separately from any sanction imposed on the parent or carer.

All decisions will be made with regard to student or apprentice safety, staff wellbeing and the values of Coastland College.

Where a campus ban is issued, permanent or temporary, a right to appeal the ban exists with the Chair of Governors. This should be made via the Director of Governance and within ten working days of the ban setting out the reason(s) for appeal. The decision of the Chair of Governors is final and no further right of appeal exists.

8. Inappropriate Use of Social Media

Coastland College recognises that social media is a common channel of communication.

However:

- Posting defamatory, inaccurate or offensive comments about the College or individuals is unacceptable;
- Concerns must not be raised publicly online, as this undermines confidentiality, fairness and safeguarding;
- The College will request the removal of inappropriate content and may take legal action or report to the platform or police where necessary; this includes the right to block individuals, restrict individual's interactions with the College's social media, report abusive accounts and remove repeated offenders from digital platforms;
- Cyberbullying of staff, students or apprentices is taken extremely seriously and may lead to disciplinary or legal sanctions.

9. Repeated Misuse of Social Media

Coastland College reserves the right to block, restrict or remove individuals on our social media platforms where behaviours repeatedly breach this Code of Conduct, including abusive, defamatory or inappropriate comments.



This applies particularly where individuals have been asked to modify their behaviours and have not done so. Blocking may be temporary or permanent, depending on the severity or persistence of the behaviours.

10. Our Commitment

In line with our values of being Empowering and Connected, Coastland College commits to:

- Treating all parents, carers, next of kin or guardians with respect;
- Communicating in a timely and professional manner;
- Providing a safe, inclusive environment for students, apprentices and staff;
- Working collaboratively to support every student or apprentice's success;
- Listening carefully to concerns and seeking constructive resolutions.

11. Monitoring & Review

Annual reviews of this Policy will consider staff, student, apprentices and parent, carer, next of kin or guardians feedback, union consultation, and legal compliance;

This policy will be reviewed every 24 months or sooner if legislation changes.



Equality Analysis

Name of Policy:	
Person Responsible:	Deputy Principal
Date of Analysis:	July 2026

1: Identify aims of the activity

What is the purpose of the policy and who is intended to benefit?

This policy is designed to outline the standards of behaviour expected from all parents and carers.

2: Assess likely impact

How might this policy have an impact on staff, visitors or students in terms of disability, age, race, gender, religious belief, trans-identity, sexuality?

☒

Positive Impact

☐

No Impact

☐

Negative Impact

If you have identified **negative** impacts, you need to revise your activity to ensure that you are not disadvantaging any group on the grounds of disability, age, race, gender, religious belief, trans-identity, sexuality.

If you have identified **positive** impacts or **no impact**, please explain your decision

The Code applies equally to all users; however, restrictions concerning communication methods, campus access, children on site and assistance animals could disproportionately affect some disabled people or those with caring or communication needs. These risks will be mitigated through individual consideration, reasonable adjustments and proportionate decision-making before restrictions are imposed.

3: Checklist

1. Which of the following groups have you consulted?

☐

Staff

☐

Students

☐

Committee

☒

Other stakeholders
(please specify below)

Senior Leadership Team

2. How frequently will you monitor the impact(s) of this activity?

☐

Termly

☐

Annually

☒

Other (please specify below)

Every 2 years (24 months) or in line with any changes to legislation or Department of Education guidance.

