



SHERBORNE SCHOOLS GROUP

Staff Code of Conduct

Approving body: Executive Committee

Owner: Director of Human Resources

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Executive Summary

This policy is intended for staff readership only and provides clear guidance on the standards and conduct expected from all staff within the Sherborne Schools Group. The principles underlying this guidance aim to encourage staff to achieve the highest possible standards of conduct and minimise the risk of any inappropriate or unprofessional conduct occurring.

This policy must be read each academic year, alongside a number of others which have a significant bearing on staff conduct and the overriding focus of keeping pupils safe at all times. This policy describes best practice, which all staff are always expected to adhere to, and provides clarity on what constitutes professional misconduct, and conduct to be avoided.

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Introduction

This policy applies to all staff and volunteers in the Sherborne Schools Group (the Group) regardless of their position, role or responsibility; and across all sites within the Group, including Sherborne Boys, Sherborne Girls, Sherborne Prep, Hanford Prep and Sherborne International (the Schools). It sets out clear guidance on the standards of behaviour expected from all Staff (as defined below) within the Group.

The Board of the Governing Body of the Group has a legal duty under Section 157 of the Education Act 2022 to safeguard and promote the welfare of pupils by creating and maintaining a safe learning environment. Parents and carers are also entitled to expect the highest standards of conduct from school staff, governors and volunteers and to have trust and confidence in their integrity.

This policy relates to all of the following (hereafter referred to as 'Staff'):

- All members of staff including teaching and support staff
- Governors
- Volunteers
- Casual workers
- Temporary and supply staff, either from agencies or engaged directly; and
- Student placements, including those undertaking initial teacher training and apprentices.

The principles underlying the guidance aim to encourage staff to achieve the highest possible standards of conduct and minimise the risk of inappropriate conduct occurring. Staff are in a unique position of trust and influence as role models for pupils and must adhere to behaviour that sets a good example to all pupils within the Schools.

Staff also have an individual responsibility to maintain their reputation and the reputation of the Group, both inside and outside working hours and whether they are inside or outside the work setting. This policy therefore applies equally when staff are conducting lessons online or when it is necessary for staff to work from home.

The Group requires that staff have read and agree to comply with this policy. Breach or failure to observe this policy may result in action being taken under our disciplinary procedures including, but not limited to, dismissal.

This Staff Code of Conduct is not an exhaustive list of acceptable and unacceptable standards of behaviour. In situations where guidance does not exist in this policy, staff are expected to exercise their professional judgement and act in the best interests of the pupils and the Group.

This policy should be read in conjunction with the following related Group policies and procedures:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Anti-Corruption and Bribery Policy
- Whistleblowing Policy
- Equal Opportunities Policy for Staff

And the following related School policies and procedures, as appropriate:

- Anti-bullying/ Child-on-Child Abuse Policy
- Low-level Concerns Policy
- Online Safety/ E-Safety/ Acceptable Use of ICT Policy
- Social Media Policy

Staff should ensure that they have read and are familiar with these policies and procedures.

If staff work directly with children, they are required to read and understand Part One and Annex A of the statutory guidance '[Keeping Children Safe in Education 2025](#)' (KCSiE). If they do not work directly with children, staff will be required to read Annex A of KCSiE.

Principles

The welfare of pupils is paramount. All Staff should:

- Understand their responsibilities to safeguard and promote the welfare of pupils;
- Work, and be seen to work, in an open and transparent way;
- Understand that they are responsible for their own actions and avoid any conduct which would lead any reasonable person to question their motivation and intentions;
- Know the names of the Designated Safeguarding Leads (DSLs) for Child Protection (see Safeguarding and Child Protection Policy) and the relevant school-specific safeguarding arrangements including the reporting of low-level concerns;
- Understand that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them;
- Be familiar with and adhere to the behaviour and conduct guidelines laid out in the Group and relevant School policies and procedures.

Equal Treatment

The Group are committed to equal treatment for all Staff and pupils regardless of their race or colour, nationality or national or ethnic origins, religion or belief, sex, sexual orientation, pregnancy or maternity, marital or civil partnership status, gender reassignment, age, and disability (together known as "Protected Characteristics").

The Group aims to create a friendly, caring and perceptive environment in which every individual is valued. The Group endeavours to contribute positively toward the growing autonomy, self-esteem and safety of each pupils.

Bullying, harassment, victimisation and/ or discrimination will not be tolerated. The Group treats all its pupils and their parents fairly and with consideration which it expects them to reciprocate towards each other, the Staff and the Schools. Staff should ensure that they are familiar with the Group's Equal Opportunities Policy for Staff, and pupil policies on Equal Opportunities and Anti-Bullying (including Child-on-Child Abuse where separate) for the relevant Schools.

Attendance and Timekeeping

Should staff need to be absent or expect to be late for any reason, they should ask their Line Manager/ Head of Department in advance when possible. If this is not possible, staff should contact them at the earliest opportunity. Please see the Sickness and Absence Management policy for further information.

Mobility and Flexibility

Due to the demands and nature of the Group, there may be occasions where staff are asked to transfer, upon request, within departments and across sites, either temporarily or permanently and/ or to undertake work of a different nature, providing it is reasonable and safe to do so and they have been adequately trained. This may include working from home, if appropriate, and at our sole discretion.

Security

In the interests of security, staff must wear their identity card whilst in School and produce it on request. Staff access cards are programmed according to individual requirements and should never be given or lent to anyone else for any reason, especially pupils. In the event that an access control card is mislaid staff must notify the relevant School Office immediately.

Staff must not remove any School documents from site or take any photographs without due permission. While the implementation of such measures would be extremely rare, the Group reserves the right to search the outer clothing, bags, lockers and vehicles etc. of staff whilst they are on site. Staff may have a colleague in attendance on such occasions.

Confidentiality

In the course of their work, staff may have access to confidential information about the Group, its Schools, Staff, pupils and their families, which much be kept confidential at all times and only shared when legally permissible to do so and in the best interest of the child. In line with the Group's Data Protection Policy and Privacy Notices, records should only be shared with those who have a legitimate professional need to see them.

Staff should take care that any electronically stored confidential information which is taken off Group premises is kept safe and secure at all times. Press or other media inquiries concerning School or Group business or information should be passed on to the Director of External Affairs or a member of the relevant Senior Leadership Team.

If in doubt, staff should seek advice from a senior member of staff.

Health and Safety

Staff have a duty to ensure that a safe working environment exists. Fire and evacuation procedures must be adhered to at all times and staff are required to familiarise themselves with the procedures and their responsibilities set out in the Group's Health & Safety Policy.

Personal Appearance

The Schools regularly receive visits from parents, potential parents and others, and naturally wish to convey an impression of professionalism and organisation. Therefore, whilst not wishing to impose unreasonable obligations, staff are nonetheless required to look smart in appearance at all times.

When working from home or remotely (including the delivery of any pre-agreed online lessons or virtual meetings using a virtual meeting platform such as Zoom or Teams) staff must ensure they are dressed appropriately in clothing that is smart and of a similar style to what they would wear on a normal working day.

Professional Conduct

All Staff are expected to adopt a positive attitude towards their work and ensure that any concerns are directed to the appropriate member of staff. Any directive issued by a Line Manager should be taken as a delegated request from the Executive Committee¹ and staff should respond accordingly. It is the responsibility of the Line Manager to ensure that requests are reasonable and in line with the expectations of that member of staff's role and responsibility.

Smoking/ Vaping

To promote a health and pleasant working environment and because of the fire risk, smoking (in any form, including the use of e-cigarettes) is not allowed anywhere on our School sites or within any of our School vehicles. Staff must not smoke on Schools premises or outside School gates. If staff wish to smoke they must be 50m away from School grounds and buildings. Staff are required to change out of school provided uniform if they are smoking during work breaks. Staff must not smoke whilst working with or supervising pupils offsite.

Breach of this policy requirement will be treated as a disciplinary offence, and those who do not comply with legal restrictions on smoking may also be liable to a fixed penalty fine and possible criminal prosecution.

Alcohol and Illegal Drugs

Consumption of alcohol is not permitted on site, save where at a School function or as otherwise agreed when modest amounts of alcohol may be consumed according to the professional judgment of staff. Staff who consume alcohol in the presence of pupils (for example, at a School event such as a Prefect supper or CCF dinner) are expected to set a good example and should expect for their conduct to be observed closely by the pupils.

Staff are always expected to conduct themselves professionally when they are responsible for the welfare of pupils. Staff accompanying pupils on trips must not consume alcohol at any time while they are responsible for pupils and must remain able to respond to an emergency

Staff that reside on site may consume modest quantities of alcohol in private accommodation when they are not on duty. Consumption of banned or illegal substances is never permitted.

A staff member's conduct and performance must not be adversely impacted by alcohol or drugs when undertaking their duties. Breach of this policy requirement will be treated as a disciplinary offence and may be considered gross misconduct.

Gifts, Rewards and Favours

Staff should take care to ensure that they do not appear to accept a gift that may be construed as a bribe or lead the giver to expect preferential treatment. Staff are required to familiarise themselves with the content of the Group's Anti-Corruption and Bribery Policy.

Staff should exercise care when selecting pupils for School teams, productions, trips and/ or specific work tasks in order to avoid perceptions of favouritism or injustice. Similar care should be exercised when excluding a child from an activity without prior consultation with the relevant Head or Deputy Head.

¹ The Executive Committee includes the Executive Chair of Governors, the Heads of each School, the Director of External Affairs and the Chief Operating Officer.

Conduct out of School

Staff are expected to be loyal to our stated aims and objectives and may not engage in any outside activity which, the reasonable view of the relevant Head, might interfere with the efficient discharge of their duties or is in conflict with the Group or School's interests.

Staff should at all times, both in and out of school, uphold our ethos and conduct themselves in a manner consistent with their position.

Staff must notify the relevant Designated Senior Manager of any outside conduct, activity or circumstances that are likely to either bring the Group into disrepute or put into question a Staff member's suitability for their role within the Group (see also [Low Level Concerns](#)).

Personal Living Space

In accordance with the National Minimum Standards for Boarding Schools (NMS), no pupil should have access to Staff residential accommodation, except in exceptional circumstances with the prior approval of the relevant Head. This must never involve a one to one situation. Privacy should be maintained and personal and professional boundaries respected.

Language

Staff are expected to use appropriately professional language at all times and be mindful of the impact that their choice of words, written or verbal, may have on their colleagues and other members of the community. Staff should not swear, blaspheme or use any sort of offensive language which is discriminatory or demeaning on a School/ Group site, or off-site if in the presence of pupils or other stakeholders.

Sexual innuendoes or any comments of a sexual nature (other than as necessary within the context of the curriculum) whilst in the presence of pupils are unacceptable.

Staff must not use hurtful, sarcastic, demeaning or insensitive comments towards pupils or colleagues. This includes any comments that could be interpreted as being racist, sexist, homophobic or 'banter'. Such comments could be regarded as a form of abuse, may be extremely damaging and will be followed up in line with our disciplinary procedures.

School Events

Staff are expected to behave appropriately at School events, including School organised social occasions. A School event, which may or may not take place outside of working hours or on School premises, is sufficiently connected to the Group such that the standards of behaviour expected will be in line with the requirements in this policy.

Protect Duty

Staff should understand the requirements under the Protect Duty. The Group will provide the appropriate risk assessments and training required by Martyn's Law. Staff must consider the Law when planning any event involving more than 100 members of the public (including parents). Further information is available from the Head of Health & Safety.

Communication

Good communication between all members of the School and wider Group community is vital. All communication between Staff, pupils and parents should take place within clear, explicit and professional boundaries.

Communication with Parents

Tutors, Class Teachers and Boarding Housemasters/ Housemistresses are expected to be the first point of contact between parents and the Group, although enquiries will also come the School Offices. Staff can contact parents by telephone, email or letter. Online video conferencing (e.g. Zoom/ Microsoft Teams) can also be used with prior arrangement. Staff should not contact pupils, parents or conduct any School business using personal email addresses.

If a member of staff receives an email from a parent, a reply should normally be made within one working day. If a full reply cannot be made within that time, they should send a brief acknowledgement email and let the parent know when a fuller reply can be expected.

If staff send emails to parents/ carers, they are advised to send a copy (cc or bcc) to the Head, Deputy Head, pastoral/ line manager or the class teacher/ tutor).

Staff must inform the relevant Deputy Head and their Line Manager if they receive an offensive email.

Communication with Pupils

Staff should carefully consider the manner in which they communicate with pupils at all times so as to avoid any possible misinterpretation of their motives or behaviours.

Staff should not give their personal mobile phone numbers or email addresses to pupils, not should they communicate with pupils by social media, text message or personal email. If a member of staff needs to speak to a pupil by telephone, they should use one of the School/ Group's telephones and email using the School/ Group system. Any communication on video call platforms such as Microsoft Teams must be for professional reasons only and should accord with the rules of this policy at all times.

The group leader on all trips and visits involving an overnight stay should take a School mobile phone with them and may ask the pupils for their mobile phone numbers before allowing them out in small, unsupervised groups. The School mobile should be used for any contact with pupils that may be necessary. The group leader will delete any record of pupil mobile phone numbers at the end of the trip or visit and should ensure that pupils delete any Staff numbers that they may have acquired during the trip.

Pupils should be encouraged to discuss with their parents or guardians any issues that are troubling them. It may be appropriate to suggest that a pupil sees a School counsellor or a member of the pastoral team.

Communication with Colleagues

Staff are expected at all times to behave professionally towards one another, to be respectful and supportive of their colleagues. Within busy School environments and across the Group it is natural for a great deal of routine communication to take place via email or instant messaging (e.g. Microsoft Teams) but this should not replace face-to-face contact.

For Staff with children attending a School within the Group, a personal email account should be used when the nature of the communication with another member of the Group community is as a parent rather than as a member of Staff.

Safeguarding

The Group recognises that all adults in our Schools have a full and active part to play in protecting our pupils from harm and have an equal responsibility to act on any suspicion or disclosure that may suggest a child is at risk of harm.

Our Schools are committed to developing a culture of safeguarding by providing an environment in which children and young people feel safe, secure, valued and respected and which promotes their social, physical and moral development. Children in our Schools feel confident and know who to approach adults if they are in difficulties.

For procedures dealing with concerns or allegations about a child or disclosures. Allegations of abuse, staff should refer to the Group Safeguarding and Child Protection Policy. This policy is used in conjunction with staff training and continued professional development to strengthen our whole-school approach to safeguarding within the Group.

Low-Level Concerns

As part of our whole-school approach to safeguarding within the Group, an open and transparent culture is promoted, in which all concerns about adults working in or on behalf of the Group are dealt with promptly and appropriately. This includes any concern – no matter how small, and even if no more than causing a sense of unease or a ‘nagging doubt’ – that an adult working in or on behalf of the Group may have acted in a way that:

- Is inconsistent with this Staff Code of Conduct, including inappropriate conduct outside of work; and
- Does not meet the harm threshold set out in art 4 of the statutory guidance, KCSiE, or is otherwise not serious enough to consider a referral to the LADO.

Such allegations or concerns are referred to as “low-level concerns” within KCSiE. The term “low-level” does not mean that it is insignificant. Such behaviour can exist on a wide spectrum, from the inadvertent or thoughtless, or behaviour that may look to be inappropriate but might not be in specific circumstances, through to that which is ultimately intended to enable abuse.

In order to create and embed a culture of openness, trust and transparency in which our values and expected behaviour set out in this Staff Code of Conduct are lived, monitored and reinforced constantly by all Staff, it is vital that any such low-level concerns are shared in accordance with the relevant Low-Level Concerns Policy which can be accessed on the School Staff SharePoint or from the School Office.

Any questions regarding low-level concerns and/ or the procedure for reporting them should be raised with the relevant DSL or person with Designated Senior Manager with responsibility in relation to Staff² (see Safeguarding and Child Protection Policy).

Prevent Duty

Staff should understand that the Group has a legal duty under Section 26 of the Counter-Terrorism and Security Act 2015 to have ‘due regard to the need to prevent people from being drawn into terrorism’. This is known as the Prevent duty.

The Group is required, in recognition that pupils may be susceptible to being drawn into terrorism or other forms of extremism, to carry out appropriate risk assessments which assess

² For Sherborne Prep this is Annie Gent, for Hanford Prep this is Hilary Phillips, for Sherborne Girls this is Ruth Sullivan, and for Sherborne Boys this is Simon Heard. Any concern related to these individuals should be reported to the Executive Chair of Governors, Christopher Samler via clerk@sherborneschools.group.

how pupils or staff may be at risk of being radicalised into terrorism, including online. Consequently staff should:

- Understand the factors that lead people to support terrorist ideologies or engage in terrorist related activity
- Be able to recognise susceptibility to terrorism and be aware of what action to take in response
- Be aware of what action to take in response, including the Group's internal Prevent referral arrangements.

The Group protects pupils from being drawn into terrorism by having robust safeguarding policies in place to ensure that those at risk of radicalisation are identified and appropriate support is provided. The Group's procedure for dealing with concerns that a pupil may be susceptible to being drawn into extremist ideology and radicalisation is set out in the Child Protection and Safeguarding Policy.

There is no single way of identifying whether a pupil is likely to be susceptible to an extremist ideology, there are possible indicators that should be taken into consideration alongside other factors and contexts. As with other safeguarding risks, staff should be alert to changes in pupils' behaviour, which could indicate that they may be in need of help or protection. Staff should use their judgement in identifying pupils who might be susceptible and act proportionately, which may include making a Prevent referral. More guidance for schools from the DfE on this can be found at:

- [Prevent duty guidance: Guidance for specified authorities in England and Wales](#)
- [The Prevent duty: safeguarding learners vulnerable to radicalisation](#)

This guidance should be read in conjunction with other relevant guidance including

- [Working Together to Safeguard Children 2023](#)
- [Keeping Children Safe in Education](#), and;
- [Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers.' \(May 2024\)](#)

Relationships with Pupils

Staff should understand that they are in a position of trust in relation to pupils, giving them influence and power by virtue of the knowledge they have and/ or the authority invested in their role. Staff should ensure that their relationship with pupils clearly take place within the boundaries of a respectful, professional relationship and avoid behaviour which may be misinterpreted by others.

Members of staff are encouraged to self-refer under the Group's Low-Level Concerns policies, in the event that they have found themselves in a situation which may be misinterpreted, might appear compromising to others, and/ or on reflection they believe they have behaved in a way that may be considered to fall below the expected professional standard. All concerns will be handled sensitively and will be dealt with appropriately and proportionately.

It is a criminal offence for a person aged 18 or over to have a sexual relationship with a child under 18 where that person is in a position of power, even if the child is over 16 and the relationship is consensual. Any such relationship would be considered gross misconduct. Staff must also be aware that any sexual relationship formed with a pupil within one year of the pupil leaving school could be considered Grooming, and the matter followed up with the Police.

In accordance with the NMS, Staff should not under any circumstances act as educational guardians for boarders.

Infatuations

On occasion, pupils may develop an infatuation for a member of Staff. If a member of staff suspects or becomes aware of an infatuation, the advice of the relevant Head or Deputy Head must be sought immediately.

Other members of Staff must alert a colleague to the possibility of an infatuation in order that appropriate steps can be taken.

Staff should deal with these situations sensibly and appropriately to maintain the dignity and safety of all concerned.

One to One Situations

If working individually with pupils, staff should be aware of the potential vulnerability of pupils and Staff in such situations. Staff should manage these situations and take reasonable and sensible precautions to ensure the safety and security of the pupils and staff members alike.

Individual work with pupils should not be undertaken in secluded areas or behind a closed door. Where it is necessary to close doors for reasons of confidentiality a colleague should be made aware of this and asked to remain vigilant. Wherever possible one to one work should only be undertaken with the knowledge and consent of a senior member of Staff to minimise risk to those involved.

Where it is necessary to conduct a one to one session online (for example, using a platform such as Microsoft Teams) staff must ensure that a senior member of Staff is aware of the session and, wherever possible, arrange for a parent to be in the same room, or alternatively, ask a colleague or member of SLT to join the session.

Where possible, a gap or barrier should be maintained between teacher and child at all times. Any physical contact should be the minimum required for care, instruction or restraint.

Physical Contact with Pupils

There are occasions when it is entirely appropriate and proper for Staff to have physical contact with pupils, but it is crucial that they only do so in ways appropriate to their professional role. Physical contact may be appropriate in the following circumstances:

- When a pupil needs to get comfort or reassurance e.g. following an accident or personal crisis;
- When a pupil needs encouragement to attempt a new challenge e.g. to climb on to a piece of apparatus; or
- When there is a need to take urgent action to avoid an incident or injury.
- When intimate care is required, in accordance with the age and needs of the pupil e.g. in an Early Years Foundation Stage (EYFS) setting, in accordance with the relevant policy.

Staff should use their professional judgement at all times. Physical contact must be appropriate for the age, understanding and sex of the child and must never threaten or be sexually inappropriate. Staff must also be sensitive to an individual's cultural background and any special educational needs.

Staff should not have unnecessary physical contact with pupils and should be alert to the fact that minor forms of friendly physical contact can be misconstrued by pupils or onlookers.

Staff should refer to the relevant School Behaviour/ Use of Restraint Policies for guidance on the use of reasonable force in relation to pupils.

Contact with Pupils Out of School

Staff should not:

- Arrange meetings with pupils off the School premises (whether in person or online) without the prior approval of the Head;
- Arrange private tuition of any School pupils in school or outside of school, whether in term time or outside of term time without the prior written approval of the Head; or
- Give pupils their home address or any of their personal contact details.

Transporting Pupils

In certain circumstances it may be appropriate for staff to transport pupils offsite on approved School business. The Head must oversee the plan and provide oversight of all transport arrangements. Staff should not transport pupils without prior authorisation or in the case of an emergency,

Staff should ensure that the driver is not distracted while the vehicle is in motion for any reason other than an emergency and should also ensure all passengers are wearing correctly fastened seatbelts.

Prior to transporting pupils offsite, consent must be obtained from a pupil's parent/ guardian and staff should be aware that the safety and welfare of the pupils is the staff member's responsibility until they are safely passed back to their parent/ carer.

Staff should never be alone in a vehicle with a pupil, except in cases of an emergency.

Acceptable Use of Technologies

Staff should ensure that they are familiar with and comply with the relevant policies relating to Online Safety/ E-Safety and the acceptable use of IT and Social Media, where relevant. In particular, staff must:

- Never use personal devices in the vicinity of EYFS pupils;
- Keep their passwords confidential and not allow unauthorised access to their equipment;
- Not engage in inappropriate use of social network sites which may bring themselves, the School/ Group or the School/ Group community into disrepute;
- Adopt the highest security settings on any personal profiles they have;
- Remain mindful of their digital footprint and exercise caution in all their use of social media or any other web-based presence they have. This includes written content, videos or photographs and views expressed either directly or by 'liking' certain pages or posts or following certain individuals or groups;
- Exercise care when using dating websites where they could encounter pupils; and
- Not contact pupils, their guardians or family members, accept or initiate friend requests or follow pupils' or their guardians' accounts on any social media platform³.

³ Communication with former pupils who are over the age of 18 is left to staff discretion, however access to staff profiles on social media should not be permitted until at least five years after the pupil has left the School and Staff must be mindful that former pupils are likely to remain in contact with current pupils.

Photographs

Many School activities involve recording images as part of the curriculum, co-curricular activities, publicity or to celebrate an achievement. In accordance with data protection legislation, the image of a pupil is personal data.

Photographs must only be taken of pupils with the permission of a parent or an individual with parental responsibility. Such consent must have been provided in writing (usually via the 'new pupil' forms). It is also important to consider the wishes of the pupil, remembering that some pupils do not wish to have their photograph taken or be filmed.

Where photographs are taken by staff to evidence a child's progress, such photos should only be taken on Group/ School issued devices. They must then be downloaded onto a Group/ School computer. Photos cannot be used or passed on outside the Group without the relevant permissions (see the Taking, Storing and Using Images of Children Policy for more detail).

Neither staff nor pupils should use their own mobile phones or any other personal device to take or store photographs. Personal devices are never to be used in the vicinity of pupils in the EYFS setting.

Concerns or Complaints

The Group aims to create an atmosphere in which a diverse range of people can work together openly in the spirit of mutual respect and trust towards a common purpose. Nevertheless the Group recognises that it is possible for misunderstandings and disagreements to arise or for mistakes to occur.

Staff Complaints

Complaints should be dealt with immediately and openly and staff should try to resolve issues informally in the first instance. If this approach is impractical or unsuccessful, staff may wish to raise their concerns more formally in accordance with the Group's Grievance Procedures or Whistleblowing Policy, depending on the nature of the concern.

Parental Complaints

Staff must ensure that parental complaints are dealt with in accordance with the relevant Complaints Policy for parents of current pupils.

Appendix 1: Summary of Changes

- This is the first issue of this policy for the Sherborne Schools Group and supersedes the relevant individual pre-existing policies.