



ND SEND Specialists Ltd

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<http://nd-send-specialists.co.uk>

ND SEND Specialists Ltd.

Code of Conduct

Designation	Name	Date	Signature
Director	Joanna Roberts	10/01/2025	J. Roberts

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ND SEND Specialists Ltd. Code of Conduct

1. Introduction

ND SEND Specialists Ltd. is committed to upholding the highest professional and ethical standards while providing mediation, advocacy, inclusion, and support services for families and education providers. This Code of Conduct outlines expected behaviours and responsibilities to ensure safeguarding, professionalism, and compliance with UK law.

This Code applies to all employees, contractors, and volunteers representing ND SEND Specialists Ltd. It will be updated as necessary if additional staff are recruited.

2. Professional Conduct

- Treat all children, young people, vulnerable adults, families, and professionals with dignity, respect, and professionalism.
- Maintain appropriate boundaries in all interactions, including verbal, physical, and online communications.
- Ensure that personal beliefs and opinions do not influence professional interactions.
- Avoid conflicts of interest and declare any personal relationships that may affect professional impartiality.

3. Safeguarding Responsibilities

- Adhere to the ND SEND Specialists Ltd. **Safeguarding Policy** and UK safeguarding legislation.
- Be vigilant to signs of abuse, neglect, or harm and follow appropriate reporting procedures.
- Never promise confidentiality where safeguarding concerns are raised.
- Ensure safeguarding training is up to date and comply with **Working Together to Safeguard Children 2018** and **Keeping Children Safe in Education 2024**.
- If not acting as the **Designated Safeguarding Lead (DSL)**, report concerns to the relevant school DSL or local authority safeguarding team.

4. Confidentiality & Data Protection

- Comply with **UK GDPR** and the **Data Protection Act 2018**.
- Handle personal data responsibly, ensuring it is only shared on a need-to-know basis.



- Securely store and process sensitive information, avoiding unauthorised access or sharing.
- Follow the company's **Information Transfer Procedure** to protect client and professional data.

5. Communication & Social Media Use

- Use professional language and behaviour in all communications, including emails, messaging, and social media.
- Avoid sharing personal contact details with children, young people, or vulnerable adults.
- Do not engage in personal social media interactions with service users.
- Ensure online meetings and remote support sessions are conducted securely and professionally.

6. Working with Children, Young People & Vulnerable Adults

- Always work in a professional capacity and avoid situations where one-on-one, unsupervised interactions could be misinterpreted.
- Respect individual needs, differences, and choices, ensuring inclusive and non-discriminatory practice.
- Obtain necessary consent for participation in services, ensuring full understanding of processes.
- Adhere to safer working practices, including ensuring a parent, guardian, or professional is present when required.

7. Safer Working Practices & Boundaries

- Do not initiate physical contact unless it is necessary for safety reasons and appropriate to the situation.
- Avoid giving or receiving gifts that could be perceived as inappropriate or create undue influence.
- Never use inappropriate or offensive language.
- Ensure all professional discussions and actions uphold the integrity of ND SEND Specialists Ltd.

8. Reporting & Escalation of Concerns

- Report any safeguarding concerns promptly, following the **Safeguarding Policy**.
- Disclose any breaches of professional conduct or unethical behaviour immediately.



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- Cooperate fully with any investigations, internal or external, regarding misconduct.
- Seek guidance if uncertain about ethical or professional responsibilities.

9. Compliance & Review

- Adherence to this Code of Conduct is mandatory for all employees, contractors, and volunteers.
- This Code will be reviewed annually or sooner if there are legal or operational changes.
- Breaches of this Code may result in disciplinary action, termination of contract, or referral to external regulatory bodies.

10. Acknowledgement & Agreement

By working with ND SEND Specialists Ltd., I acknowledge that I have read, understood, and agree to comply with this **Code of Conduct**.

Signed: _____

Date: _____

Contact Details for Concerns:

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