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Instill confidence  
Inspire creativity  
Increase connections  
Improve communication skills



# Code of conduct

**Our professional and community values are very important to us at Bedazzle. Here is what we expect from members of our community.**

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## 1. General principles

This code of conduct applies to all staff members, students, parents/carers and other professionals working alongside the Bedazzle team.

At Bedazzle we believe it is important to:

- Work in partnership to support those accessing our programs
- Create a safe, respectful and inclusive environment
- Model appropriate behaviour at all times

Bedazzle takes safeguarding responsibilities very seriously and will deal with any reported incidents appropriately in line with our policies and procedures.

## 2. Person-centered approaches

Our ethos is to ensure all provision is centred around the needs of each individual who accesses our services. To run as holistically as possible, we ask for all community members to provide any information that will contribute to the health and wellbeing of our students. Staff, parents/carers and other professionals will

- Know the people who use Bedazzle and know their names
- Listen carefully to students
- Involve service users in all decisions that involve them
- Work together to ensure effective transitions
- Inform Bedazzle of any changes to personal details or care plans

## 3. Behaviour

At Bedazzle we strive for everyone to have high expectations of themselves and each other. Behaviour that will not be tolerated includes, but is not limited to:

- Conduct which disrupts or threatens to disrupt any of Bedazzle's normal operations or activities
- Conduct likely to cause loss, damage or harm to staff, students, parents/carers or members of the public at any Bedazzle venue or to their property or personal safety
- Using loud or offensive language or displaying a temper
- Aggressive behaviour or threats towards staff, students or parents/carers
- Abusive or threatening emails or text/voicemail/phone messages or other written communications
- Posting defamatory, offensive or derogatory comments about Bedazzle and its community on social media
- Unreasonable demands upon staff to respond to queries or expectations for staff to communicate outside of normal working hours
- Smoking, drinking alcohol or possessing or taking drugs
- Attempts to dictate management decisions

- Inciting others to make complaints or engage in unacceptable behaviour
- Any criminal offence

#### **4. Attendance and punctuality**

All Bedazzle community members are expected to maintain full attendance and demonstrate excellent timekeeping. In the event that a student is unable to make a session, we ask for parents/carers to contact the tutor, a member of management or [officeadmin@bedazzlearts.org](mailto:officeadmin@bedazzlearts.org) to notify us of the absence.

We acknowledge that some families prefer to go on holiday during term time. We ask that we are notified of the student's period of absence by emailing the relevant case manager, member of management or the office email as detailed above.

#### **5. Health and safety**

Bedazzle takes health and safety seriously, ensuring all staff are appropriately trained. To support our health and safety procedures we ask that

- Any concerns or problems are reported
- Incidents are taken seriously and are properly reported
- Environments are safe, clean and tidy
- Appropriate clothing and footwear is worn for the timetabled activity

#### **6. Social media and online behaviour**

All Bedazzle community members have a responsibility to conduct themselves in a professional, courteous and inclusive manner, including on all online and virtual spaces and all types of social media. For the avoidance of doubt this includes emails, whether sent from a Bedazzle or other account, Facebook, Instagram, X (previously named Twitter) and any other such internet tool or social media platform. Social media or online platforms should not be used as a medium to air any concerns or grievances and we ask you to 'think before you post'.

Online activity that Bedazzle deems inappropriate is as follows:

- Posting images/videos without appropriate consent and permissions
- Abusive or personal comments about any community members
- Posting defamatory, offensive or derogatory comments about Bedazzle and its community
- Using social media or online platforms to publicly challenge policies or discuss issues
- Threatening behaviour or using bad language
- Breaching Bedazzle security procedures
- Circulating emails or sending direct emails with abusive or personal comments

## **7. Email etiquette**

A lot of our internal and external communication at Bedazzle is done via email and should be written with formality in mind. When sending, replying to or forwarding an email, we ask that staff, students, parents/carers and other professionals adhere to the following etiquette:

- Use a clear subject line
- Always appropriately open and close the email using the correct salutation and complimentary close
- Don't use 'reply all' unless the information included is relevant to all recipients
- Be mindful of the use of exclamation marks; use them sparingly and only when appropriate
- Reply to emails to acknowledge receipt
- Proof-read your email before sending to ensure it is fit for purpose and to judge if your tone is appropriate; written language can be easily misconstrued
- Consider how cultural differences may affect communication when reading and sending emails
- Be polite and courteous

## **8. Equal opportunities**

Bedazzle aims to be a community where staff and participants are treated on the basis of their intrinsic value as human beings and where opportunities are available for all to use and develop abilities in order to realise potential. Bedazzle believes that equality and diversity are enriching, both collectively to the community and individually to each member. We aim to create and sustain a working environment in which true equality for all is created.

Bedazzle is committed to inclusivity and equality of opportunity for all, irrespective of gender, race, age, colour, ethnic or national groups, marital status, sexuality, disability, religion, political belief or trade union activity.

## **9. Breaching the code of conduct**

If Bedazzle suspects or becomes aware of any member of staff, student, parent/carer or other professional breaching the code of conduct, they will investigate the situation appropriately and action proportionate to the nature of the incident will be taken. Depending on severity, the breach could result in instant dismissal or police involvement. The final decision on how a breach is responded to rests with the Bedazzle senior leadership team.