



# 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.**

Revised edition August 2025 approved by

Helen Feather  
Chief Operations Officer  
Next review date: August 2026

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## **1. General principles**

This code of conduct applies to all arms of Bedazzle, including Inclusive Talent, BiP, staff members, students, parents/carers and other professionals working alongside the Bedazzle team. Where 'everyone/anyone at Bedazzle' is used throughout this document, it refers to everyone involved in our students' and service users' programmes.

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 those supporting our students to provide any information that will contribute to their health and wellbeing. Staff, parents/carers and other professionals will

- Be familiar with key information regarding each individual they support
- Listen carefully to students, as student voice is important
- Involve students in all decisions that involve them
- Work together to ensure effective transitions
- Inform Bedazzle of any changes to personal details, including relevant support needs and changes in their circumstances. This is to ensure student records remain current
- Communicate courteously and effectively at all times

## **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
- Aggressive behaviour or threats towards staff, students or parents/carers
- Discriminatory behaviour
- 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 where it falls outside of their roles and responsibilities
- Unreasonable expectations for staff to communicate outside of normal working hours or within an immediate time frame; due to changeable work schedules, a staff member's individual response time may vary
- Any deflecting behaviour that contributes towards a blame culture
- Smoking, drinking alcohol or possessing or taking drugs
- Attempts to persuade or control any management decisions
- Inciting others to make complaints or engage in unacceptable behaviour
- Any criminal offence

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

Everybody at Bedazzle is 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. All Bedazzle staff are to follow the Absence Management Policy.

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 to Bedazzle Management via [officeadmin@bedazzlearts.org](mailto:officeadmin@bedazzlearts.org)
- Incidents are taken seriously and are properly reported to Bedazzle Designated Safeguarding Leads ([Helen Feather](#), [Kayleigh Orloff](#)) and logged through MyConcern if reported by staff
- Environments are safe, clean and tidy
- Appropriate clothing and footwear is worn for the timetabled activity by all involved

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

Everyone at Bedazzle has 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), TikTok 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 anyone at Bedazzle
- Posting defamatory, offensive or derogatory comments about Bedazzle and any partnerships
- Using social media or online platforms to publicly challenge policies or discuss issues
- Threatening behaviour or using bad language
- 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 i.e, good morning/afternoon, kind regards/many thanks, use of name
- Do not use 'reply all' unless the information included is relevant to all recipients
- 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 and cognitive differences may affect communication when reading and sending emails
- Be polite and courteous at all times

## **8. Equal opportunities**

Bedazzle aims for everybody to be 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 everyone. 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 Bedazzle's code of conduct, Bedazzle senior leadership team will investigate the situation appropriately and action proportionate to the nature of the incident will be taken.