Code of Conduct

Review

Detail	Date	Next Review Date
Approved by Board	July 2025	October 2025

1. Policy statements

Dalcroze UK strives for high standards in service delivery and this code of conduct is to ensure all adhere to the highest standards of professional and personal conduct. Dalcroze UK is a safe place for all members of its community; a community that everyone enjoys participating in and where everyone can feel valued, comfortable, supported and secure.

This Code helps everyone to understand what behaviour is and what is not acceptable at Dalcroze UK. When you participate in any Dalcroze UK activity, you agree to abide by this Code of Conduct, which is informed by our legal obligations and our values.

It applies to users of Dalcroze UK's services, those involved in Dalcroze UK's activities, employees, contractors, beneficiaries, donors, fundraisers, members, trustees, supporters, volunteers, or any other person or organisation that has involvement with Dalcroze UK.

Dalcroze UK has zero tolerance of violence, abusive behaviour, or disorderly, disrespectful, or unprofessional conduct. Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

The Dalcroze UK CEO is responsible for implementing the Code of Conduct.

2. Conduct

We expect everyone participating in any Dalcroze UK activity to observe the following:

- Model considerate and respectful behaviour, being mindful of the impact your communications and behaviours might have on others, and vice versa, recognising differences as innate and to be appreciated, in line with the Communications Policy.
- Ensure that communications in any form to and from Dalcroze UK are sent in a timely fashion and are read, understood and responded to, in line with the Communications Policy.

- Comply with requests from Dalcroze UK staff so that we may comply with our legal and moral obligations, e.g., Health and Safety.
- When appropriate, work with Dalcroze UK to correct behaviours and resolve issues which are detrimental to you or other participants in line with the Complaints Policy.
- We expect adults fulfilling parental roles to ensure that children arrive on time for their activity and that no child within their care is left unsupervised at any time.
- Refrain at all times from disorderly conduct.

3. Disorderly Conduct

Disorderly conduct is defined as verbal abuse, threatening, abusive or insulting words or behaviour or any behaviour whereby a person is caused alarm or distress. A non-exhaustive list of examples include:

- Disruptive behaviour which interferes or threatens to interfere with Dalcroze UK's operations;
- Use of offensive language, displaying temper, threatening or carrying out actual bodily harm, damaging or destroying property.
- Sending abusive or threatening emails, text/voicemail/phone messages or any other form of communication,
- Defamatory, offensive or derogatory comments on social media;
- Smoking or consuming drugs whilst participating in our activities;
- Invading another's privacy, such as photographing or videoing others without consent.

4. Action

If Dalcroze UK considers that conduct is breaching this code, action will be taken as set out below, and in line with our Complaints Policy.

<u>Step 1 - Verbal warning</u>

The Dalcroze CEO will speak to the person or persons privately and it will be made clear that such behaviour is unacceptable and cannot be repeated.

<u>Step 2 – Written warning</u>

If a second incident occurs involving the same person or persons, the CEO will write to the person or persons, again making it clear that this conduct is unacceptable.

<u>Step 3 – Ban</u>

If a third incident occurs, the CEO will write to the person or persons excluding them from all future Dalcroze UK activity.

Dalcroze UK reserves to right to go straight to Step 3 and to involve the police and other authorities as necessary.

Ends.