



## The Music Box Yorkshire CIC

### Behaviour, Discipline & Complaints Policy

At The Music Box we aim to have a supportive, creative, comfortable, safe and respectful environment for all to learn musical skills and techniques, and for all to enjoy their time with us.

To help us with this we have drawn up the following policy which relates to the behaviour of participants on our activities and the routes by which complaints can be made if absolutely necessary. Our staff are all trained in Child Protection, fully understand and are in agreement with our own Child Protection Policy (available from the policies page of our website <https://themusicbox.org.uk/policies/> or on request), and will use the code of conduct therein to maintain the best working conditions for all at The Music Box.

We do not expect to ever need to apply the following policies and sincerely hope we don't have to.

Contents:

Behaviour Policy  
Child Protection Procedures  
Additional Online Behaviour Policy Disciplinary Procedure  
Staff Expectations  
Complaints Procedure  
Code of Conduct for Staff and Volunteers

#### **Behaviour Policy:**

We require that all young people at **The Music Box:**

- Show respect for all children during activities by treating them as they would wish to be treated.
- Understand that swearing, abusive or hurtful language is not acceptable and that aggressive behaviour or violence will not be tolerated.
- Show respect for all personal property and the facilities.
- Show respect for all staff. Listen to and follow instructions from the staff team.
- Understand that one child's behaviour will not be allowed to endanger the other children in the group by absorbing or distracting the supervising staff.

In addition:

- When dealing with any behavioural issues our staff are trained to act within accordance of our child protection policy (available on the website or by request).



We will never intervene physically unless there is imminent danger to other young people or staff.

- If I am concerned or upset about anything or anyone I know I can talk to either

Daniele De Lissandri - The Music Box Child protection lead and Managing Director  
(07927619884 – [dan@themusicbox.org.uk](mailto:dan@themusicbox.org.uk)), or you can seek further help from the NSPCC  
Helpline on 0808 800 5000

### **Child Protection Procedures**

If any member of staff or volunteer becomes concerned that your behaviour suggests you may be in need of protection or that you may present a risk of harm to other children and young people, they will follow our child protection procedures. This may involve making a referral to the local authority. If child protection procedures are necessary we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation

### **Online Behaviour policy:**

Young people who engage in online activities with The Music Box will have to sign an agreement to the effect that:

- I will not share or redistribute any content from The Music Box sessions.
- I will not reveal my passwords to anyone.
- I will be responsible for my behaviour when using the internet, including social media platforms, games and apps. This includes the resources I access and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material I will report it immediately to my parent/carer and/or online tutor.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will only communicate with The Music Box using the platforms and apps agreed by my parent/carers.
- I will not give out any personal information online, such as my name, phone number or address.
- I will not arrange a face-to-face meeting with The Music Box or anyone I meet online unless I have discussed this with my parents and/or tutor and am accompanied by a trusted adult who will log in and log out of the session.



## The Music Box Yorkshire CIC

### Behaviour, Discipline & Complaints Policy

If I am concerned or upset about anything I see on the internet or any messages that I receive, I know I can talk to either:

A The Music Box tutor or

Daniele De Lissandri - The Music Box Child protection lead and Managing Director (07927619884 – [dan@themusicbox.org.uk](mailto:dan@themusicbox.org.uk)), or I can seek further help from the NSPCC Helpline on 0808 800 5000

When I do take part in a face-to-face meeting with my music tutor I will:

1. Wear appropriate clothing and use appropriate language as if I was attending a public session
2. Be ready on time with everything I need to do the lesson (equipment, notebook, computer already running relevant software etc)
3. Setup my equipment and computer in an appropriate place, not my bedroom
4. Have a parent/carer nearby so they can hear what is taking place in my lesson
5. Make sure no compromising images or personal information is visible in the background of the room that I will be in as this could be recorded by accident in a lesson

#### **Disciplinary Procedure:**

We have a 3 strikes and you're out policy:

- Strike 1) If your child is in breach of our behaviour policy we will in the first instance talk to them within the bounds of our child protection policy and code of conduct. At the first opportunity or at the end of that day we will inform you of their behaviour and of what was said during our conversation with them.
- Strike 2) If they continue to breach our behaviour policy we will repeat what was said during our previous conversation, call you and ask you to talk to them. We will also give you the option of removing them from our projects and activities or events.
- Strike 3) If they stay and continue to breach the policy we will insist you come to remove them from projects and activities or events.

No refunds will be made for children removed due to their behaviour.

#### **Staff Expectations:**

All The Music Box Staff are experienced practitioners that understand their position as role-models to the young people who attend our sessions. All staff are trained to focus on engaging all young people inclusively by providing engaging activities and tuition.



## The Music Box Yorkshire CIC

### Behaviour, Discipline & Complaints Policy

At The Music Box any behaviour which constitutes a safeguarding concern such as self-harm or over-sexualised behaviour would be reported and referred as per the methods in our child protection and safeguarding policy to the relevant authorities or experts.

Further to this if a child was being aggressive or bullying, using racist/offensive language or regularly disrupting the sessions with disregard to our session leaders' instructions it would be reported to me (Daniele De Lissandri, Managing Director) and I would speak to the young person and their parents as per this behavioural policy. If such behaviour caused illegal activities to take place (e.g. assault, hate crimes) I would contact the police and Leeds Children's Services immediately.

#### **Complaints Procedure:**

Where complaints are concerning the content and or delivery of our courses, the facilities at our venue or any other practical issue we request that a written description be sent to: [info@themusicbox.org.uk](mailto:info@themusicbox.org.uk) with the words 'The Music Box Complaint' in the subject line of the email, or posted to The Music Box, 34 Church Lane, Pudsey LS28 7RF. Please give as much detail regarding the complaint as possible including names, dates, times, issue etc. We will give all complaints our full attention and a representative of The Music Box will contact you to discuss the issue.

If your complaint is in relation to a child protection issue please see our Child Protection Policy which is available on request or from the policies page of our website. The Child Protection Policy has a form requesting all the necessary information.

This form is also available as separate download on our policies page here: <https://themusicbox.org.uk/policies/>. This includes a summary of the steps anyone should take when reporting a Child Protection concern.

If you would prefer to speak to someone in person please call the Child Protection Officer Daniele De Lissandri on **07927619884** – or email [dan@themusicbox.org.uk](mailto:dan@themusicbox.org.uk) with the words 'The Music Box CP issue' in the subject line of the email, or post a letter to The Music Box, 34 Church Lane, Pudsey LS28 7RF. Please give as much detail regarding the complaint as possible including names, dates, times, issue etc. As stated in the Child Protection Policy all data concerning a child protection or safeguarding issue is considered confidential within the scope of the Child Protection Policy.

If you would prefer to speak to an independent person, for example if there are any issues you feel you must raise which you are uncomfortable to raise with representatives of The Music Box, please contact The Local Authority Designated Officer This duty is shared by Claire Ford and Carolyn Hargreaves who can be reached by calling- 01132478652.