Behaviour, Anti-Bullying & Anti-Harassment Policy

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Table of Contents

Introduction 1
Scope 1
Expected Standards of Behaviour 2
Specific Responsibilities 2
- Students 2
- Clients and Visitors 3
  - Respectful Communication 3
- Teachers 3
- Directors 3

Reporting and Handling Concerns 4
Preventing Harassment 4
Policy Review 5

Introduction

Bromley Conservatoire is committed to providing a safe, welcoming and respectful environment for everyone who studies, works at or visits the centre.

Bullying, harassment, discrimination, intimidation and other forms of unacceptable behaviour will not be tolerated. This policy sets out the standards of behaviour expected and explains how concerns will be addressed.

Scope

This policy applies to all students, clients (including parents and carers), visitors, teachers (including self-employed tutors) and directors.

It applies on Conservatoire premises, during off-site activities and performances, and in communications connected with the Conservatoire, including emails, telephone calls and social media.

Expected Standards of Behaviour

Everyone is expected to:

1. Treat others with courtesy, dignity and respect.
2. Use appropriate language and behave responsibly.
3. Respect personal boundaries, differences and individual needs.
4. Follow reasonable instructions relating to safety and the operation of the centre.
5. Respect the premises, equipment and belongings of others.
6. Refrain from bullying, harassment, discrimination, intimidation or threatening behaviour.
7. Raise concerns and disagreements respectfully.

Unacceptable behaviour includes verbal or physical abuse, offensive remarks, deliberate humiliation, unwanted sexual attention or contact, discriminatory behaviour, cyberbullying and victimisation.

Sexual harassment, including unwanted sexual comments, messages or physical contact, is strictly prohibited.

Reasonable criticism, disagreements and appropriate management or teaching instructions do not ordinarily constitute bullying or harassment.

Specific Responsibilities

Students

Students must follow their teachers' instructions, behave safely and respect other students and staff.

Where behaviour is inappropriate, teachers will normally explain the concern and provide an opportunity for improvement. Persistent or serious misconduct may result in parental involvement, suspension or withdrawal from lessons.

Responses will take account of the student's age, maturity, additional needs and individual circumstances. Humiliating or physically punitive disciplinary measures are prohibited.

Parents and carers are responsible for ensuring that their children understand and comply with Bromley Conservatoire's standards of behaviour. Where a student causes damage to instruments, equipment, furniture or the premises through accidental or deliberate misconduct, vandalism or negligence, Bromley Conservatoire reserves the right to recover reasonable repair or replacement costs from the parent or carer, subject to applicable law and the Parent Terms and Conditions.

Clients and Visitors

Parents, carers, clients and visitors must treat staff, students and others respectfully.

Aggressive, abusive, threatening, discriminatory or harassing behaviour will not be accepted. Where necessary, Bromley Conservatoire may issue warnings, restrict communication or access, require a visitor to leave, or terminate services in accordance with applicable terms and legal obligations.

Clients remain entitled to raise complaints and challenge decisions respectfully.

Respectful Communication

All clients & visitors are expected to communicate with courtesy, patience and respect, including by email, telephone and other digital channels.

Bromley Conservatoire aims to respond to enquiries as promptly as reasonably possible. However, immediate responses cannot always be guaranteed. Individuals should allow a reasonable period for a reply and avoid sending repeated emails or messages about the same matter simply because a response has not yet been received.

Persistent, excessive, aggressive or demanding communications that place unreasonable pressure on staff or others will not be tolerated. Genuine urgent or safeguarding concerns should be raised promptly through the appropriate channels.

Bromley Conservatoire reserves the right to establish reasonable communication boundaries where these expectations are not met.

Teachers

All teachers must maintain professional boundaries, demonstrate appropriate conduct and treat students, colleagues and clients fairly.

Teachers must not bully, harass, discriminate against or humiliate others, misuse their position of authority or retaliate against anyone raising a concern.

Breaches may result in management action, disciplinary procedures or termination of engagement, depending on the individual's employment status and the seriousness of the matter.

Directors

Directors must lead by example, uphold this policy and ensure concerns are handled fairly and promptly.

Allegations involving a director must be considered by another director who is not implicated or, where necessary, an independent person.

Reporting and Handling Concerns

Anyone experiencing or witnessing unacceptable behaviour should report it to the centre's management team (admin@bromley-conservatoire.co.uk) or a director. Concerns involving a director may be raised with another director or through an appropriate independent route.

Reports will be taken seriously, handled sensitively and investigated proportionately. Those involved will be given a fair opportunity to provide their account.

Depending on the circumstances, action may include a warning, additional training, behavioural restrictions, suspension, termination of services or engagement, or referral to relevant authorities.

No person will be disadvantaged for raising a genuine concern or participating in an investigation. Information will be handled confidentially where possible and records retained securely.

Where a concern involves the safety or welfare of a child, the Safeguarding and Child Protection Policy takes precedence. Such concerns must be reported promptly to the Designated Safeguarding Lead, with external referrals made where required.

Preventing Harassment

Bromley Conservatoire will take appropriate steps to prevent harassment, bullying and discrimination, including:

- Communicating clear behavioural expectations.
- Providing relevant staff guidance and training.
- Assessing and addressing risks of workplace sexual harassment, including from clients and visitors.
- Maintaining accessible and confidential reporting arrangements.
- Taking appropriate action when concerns arise.

The Conservatoire will comply with its legal duty to take all reasonable steps to prevent sexual harassment of workers from 30 October 2026.

Policy Review

This policy will be reviewed annually, or sooner following significant incidents or changes to legal requirements.