



ARTCAMP UK Behaviour, Discipline and Complaints Policy

We at ARTCAMP UK aim to have a supportive, creative, comfortable, safe and respectful workplace and atmosphere for all to learn the arts 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 the young people at ARTCAMP UK 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 downloads page of our website or on request), and will use the code of conduct therein to maintain the best working conditions for all at ARTCAMP UK. We do not expect to ever need to apply the following policies and sincerely hope we don't have to. Behaviour Policy:

- We require that all young people at the ARTCAMP UK:
- Show respect for all children at the school 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.
- 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.

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 the school.

Strike 3) If they stay and continue to breach the policy we will insist you come to remove them from the school. No refunds will be made for children removed from the school due to their behaviour.

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@artcampuk.com with the words "ARTCAMP UK Complaint" in the subject line of the email, or posted to ARTCAMP UK, 3 Roundhay mount LS84DW. 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 ARTCAMP UK 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. Pages 8-10 of the Child Protection Policy have a form requesting all the necessary information. This form is also available as separate download. Page 16 has a summary of the steps anyone should take when reporting a Child Protection concern. Please send the form to the Child Protection Officer whose contact details are on page 32 of the Child Protection Policy document. If you would prefer to speak to someone in person please call the Child Protection Officer whose contact details are on page 32 of the Child Protection Policy document or email info@artcampuk.com with the words "ARTCAMP UK CP issue" in the subject line of the email, or post a letter to , ARTCAMP UK 3 Roundhay mount LS84DW. 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, any issues you feel you must raise which you are uncomfortable to raise with representatives of ARTCAMP UK please contact: Ted O'Sullivan Leeds Authority Designated Officer (LADO) 0113 2478457