



Student & Parent/Guardian* Code of Conduct

Revised April 2021

**This policy applies only to Parents/Guardians if the Student(s) in question are under the age of 18.*

Reasons for Policy

1. The Teachers, Students and Parents/Guardians involved with the Kamloops Symphony Music School (the “Music School”) have a mutual interest in ensuring that
 - a. The Teachers have a respectful and conflict-free music studio to facilitate music lessons for the Students;
 - b. Each and every one of the Students enrolled with the Music School have a music studio that does not disrupt their enjoyment of the curriculum provided by the Teachers; and
 - c. The Parent/Guardian(s) can understand their supportive role within the Music School as it relates to the Students and the Teacher.

2. The Music School wishes to provide an environment that is free of any bullying or harassment, including:
 - a. Any inappropriate conduct or comments by a Parent/Guardian or Student, that a person knew or reasonably ought to have known would cause humiliation or intimidation, such as
 - i. Derogatory comments towards Students, Teachers, or Parents/Guardians
 - ii. Verbal aggression or insults;
 - iii. Vandalizing of personal belongings; and
 - iv. The spread of malicious rumours;

Particularly when such conduct takes place in a Teachers’ studio, in the presence of other Teachers, Students and Parents/Guardians

Scope of Policy

3. This policy applies to:
 - a. All Students, Parents/Guardians (in the case that the student is under the age of 18) and Teachers involved with the Music School respecting the delivery of music lessons through the Music School; and
 - b. All employees and persons having a business relationship with the Music School (“Other Music School Workers”)

Music Studio Management

4. As part of delivering services within their music studio, a Teacher is permitted to take reasonable action to direct and manage the behaviours of the Parents/Guardians and Students in a studio setting on a case-by-case basis.

Parents'/Guardians' Conduct

5. Parents/Guardians must:
 - a. Follow the lesson curriculum and recommendations of the Teacher;
 - b. Be respectful of all Teachers and employees of the Music School; and
 - c. Raise questions or concerns with respect to the Musical School's programs in a manner consistent with Term 7 of this Policy.

Students' Conduct

6. Students must
 - a. Follow the lesson curriculum and recommendations of the Teacher;
 - b. Be respectful of all Teachers and employees of the Music School; and
 - c. Raise questions or concerns with respect to the Musical School's programs in a manner consistent with Term 7 of this Policy.

Complaints and Concerns

7. If a Parent, Teacher or Student wishes to raise a complaint or concern with respect to the delivery of services by the Music School, they will
 - a. Refrain from bringing the issue into the studio, and raise the question or concern with the Teacher privately, outside the studio.
 - b. If the Teacher is unable to resolve the issues raised, the Teacher will bring the complaint or concern to the attention of Music School Administration.

Resolution & Termination

8. The Music School Administration will do its best to resolve any issues or complaints that are brought to their attention. Should a breach of the terms above occur, the Music School has the right to terminate a lesson agreement between a Student, Teacher and the Music School, initiating an immediate withdrawal process.