

Bury Music Community Communication & Access Policy

1. Building Access & Appointments

To maintain the safety for all staff, students and visitors and building security, all visitors must follow these entry procedures:

- **Site Conduct:** While on-site, visitors are expected to remain in designated meeting areas and must be escorted by a staff member when moving through rehearsal and teaching areas.

2. Professional Interactions (In-Person & Telephone)

We value our partnership with parents and students and expect all verbal interactions to be governed by mutual respect:

- **Tone and Manner:** We expect parents and students to speak to staff in a calm, professional tone.
- **Zero Tolerance:** Use of profanity, shouting, aggressive body language, or personal insults will result in the immediate termination of the meeting or call.
- **Telephone Availability:** Staff and managers have a range of timetabled commitments and so are not always available to take calls. We aim to return all non-urgent phone messages within **two working days**.

3. Digital Communication & Emails

Email is our primary tool for sharing information, but it should be used mindfully:

- **Conciseness:** Please keep emails brief and focused on a single issue to help staff address your concerns effectively.
- **Response Windows:** Staff are not expected to monitor or respond to emails outside of standard working hours (e.g., evenings, weekends, or holidays).
- **Tone:** The same standards of courtesy apply to digital messages as to face-to-face meetings. Sarcastic, demanding, or accusatory language is counterproductive to resolving issues and will not be tolerated by the service.

4. Social Media Conduct

We recognise the importance of social media for community building; however, it must not be used to undermine the music service or centre environment:

- **Public Respect:** Parents and students are requested to refrain from naming staff members or discussing music service-related grievances on public forums, community groups, or personal social media pages.
- **Official Channels:** Concerns should be addressed through official service channels (email, phone, complaints procedure) rather than via public posts, which do not allow for a private or fair resolution.

- **Cyber-Bullying & Defamation:** The service will take action—which may include legal counsel or police involvement—in cases of online harassment, defamation of staff character, or the posting of malicious content involving service personnel.
- **Photography/Media:** Please do not post photos or videos taken on at the centre or concert performances that include staff or other students without express written consent.

5. Unacceptable Behaviour

Bury Music Service reserves the right to restrict communication or site access if any of the following occur:

- **Harassment:** Repeatedly sending multiple emails in a single day or calling excessively.
- **Intimidation:** Physical or verbal threats directed at any member of the service team, students or other parents etc that form part of our wider community.
- **Persistent Negativity:** A pattern of communication that is consistently hostile or prevents staff from fulfilling their primary duties to students.