

# Code of Conduct and Procedure for Reporting Undesirable Behaviour

Stichting CelloWercken Zutphen

version: January 1. 2026

## 1. Purpose

CelloWercken Zutphen is committed to providing a safe, respectful, and inclusive working and learning environment for all students, teachers, staff members, and guest participants.

This document establishes the Code of Conduct and the procedure for reporting undesirable behaviour within the organisation. Its aim is to promote a healthy learning climate and ensure that concerns about inappropriate behaviour can be raised safely and addressed appropriately.

All participants in CelloWercken activities are expected to adhere to the principles outlined in this document.

## Part I - Code of Conduct

### 1. Professional Boundaries in Teaching

#### Professional Boundaries in Teaching and Mentoring

In artistic education, close collaboration between teachers and students is often necessary for artistic development. At the same time, this closeness requires clear professional boundaries. Teachers, coaches, and guest artists hold a position of authority and influence and therefore carry additional responsibility in maintaining a safe learning environment.

#### Responsibilities of Teachers and Coaches

Teachers and coaches are expected to:

- Maintain **professional boundaries** at all times
- Be aware of the **power imbalance** between teacher and student
- Create a respectful and supportive learning atmosphere
- Treat all students equally and fairly
- Avoid situations that could lead to **dependency, favouritism, or perceived impropriety**
- Communicate respectfully and constructively

#### Physical Interaction in Instrumental Teaching

In instrumental teaching, limited physical guidance may sometimes be necessary for technical instruction. In such cases:

- Physical contact should **only occur when clearly relevant for teaching purposes**
- It should be **brief, appropriate, and explained beforehand**
- Students should always feel free to **decline or express discomfort**

## **Personal Relationships**

Romantic or sexual relationships between teachers and students under their supervision are considered **inappropriate due to the inherent power imbalance**.

Teachers must avoid entering into relationships that could compromise professional integrity or create a conflict of interest.

## **Communication and Digital Contact**

Teachers and students should communicate through **professional and transparent channels** whenever possible.

Teachers should avoid:

- Excessively personal messaging
- Late-night private communication unrelated to study
- Communication that could be perceived as flirtatious, suggestive, or inappropriate

## **Travel, Accommodation, and Social Activities**

When teaching activities involve travel, festivals, or courses:

- Professional boundaries must be maintained at all times
- Teachers should avoid situations that could lead to **perceived or actual dependency or pressure**
- Alcohol or social situations must never compromise student safety

Teachers and staff members are expected to act as **role models for professional conduct**.

## **2. Core Values**

The activities of CelloWercken Zutphen are guided by the following values:

- Respect for each individual
- Integrity in professional and personal conduct
- Safety in all educational and artistic interactions
- Equality and inclusion
- Professional responsibility

Everyone involved in CelloWercken activities shares responsibility for maintaining a respectful and supportive environment.

## **3. Expected Behaviour**

Participants in CelloWercken activities are expected to:

- Treat others with respect and professionalism
- Respect personal boundaries and consent
- Communicate in a constructive and respectful manner
- Create an environment in which all participants feel safe to learn and perform
- Act responsibly during lessons, rehearsals, performances, courses, and related social activities
- Behave appropriately in both in-person and digital communication

Teachers and staff members are expected to be particularly mindful of power relationships between teachers and students and to maintain clear professional boundaries.

#### **4. Undesirable Behaviour**

Undesirable behaviour includes any behaviour that violates the values outlined above and undermines the safety or dignity of others.

This includes, but is not limited to:

- Sexual harassment or intimidation (verbal, non-verbal, or physical)
- Bullying or intimidation
- Discrimination based on gender, sexual orientation, race, nationality, religion, disability, or other personal characteristics
- Aggression, threats, or verbal abuse
- Humiliating, degrading, or condescending remarks
- Abuse of authority or misuse of power
- Persistent unwanted attention
- Inappropriate physical contact
- Harassment through digital communication or social media

Such behaviour may occur during lessons, rehearsals, performances, courses, meetings, travel, accommodation, or online interactions related to CelloWercken activities.

Undesirable behaviour will not be tolerated.

## **Part II – Reporting Procedure**

### **5. Speaking Up**

Anyone who experiences or witnesses undesirable behaviour is encouraged to speak up.

Concerns may be raised by:

- Students
- Teachers
- Staff members
- Guest artists or participants
- Witnesses of inappropriate behaviour

Reports can be made even if the person reporting is not the direct target of the behaviour.

### **6. Confidential Advisor**

CelloWercken Zutphen has appointed a Confidential Advisor (Vertrouwenspersoon).

The confidential advisor offers:

- A safe and confidential space to discuss concerns
- A listening ear and initial guidance
- Advice on possible next steps
- Support in addressing the situation informally or formally
- Assistance in making a report to the organisation if desired

Conversations with the confidential advisor are treated as strictly confidential, except in cases where there is a legal obligation or an immediate safety concern.

## **Contact**

Carla Delfos  
Chair of the Board and Confidential Advisor  
Email: [carla@carladelfos.com](mailto:carla@carladelfos.com)  
Phone: +31 6 54245356

If the concern involves the confidential advisor, the report may be made directly to another member of the CelloWercken board.

## **7. Reporting Options**

After discussing the situation with the confidential advisor, several options may be considered:

### **1. Informal resolution**

This may include advice, clarification, or mediation between the parties involved.

### **2. Supported conversation**

The confidential advisor may assist in facilitating a conversation to address the situation.

### **3. Formal complaint**

If necessary, a formal complaint may be submitted to the CelloWercken board.

The choice of approach will always take into account the wishes of the person reporting, where possible.

## **8. Handling of Reports**

All reports will be treated seriously and with care.

When a formal complaint is submitted, the board may:

- Gather relevant information from those involved
- Speak with witnesses if necessary
- Evaluate the situation in a fair and impartial manner
- Determine appropriate measures

Possible outcomes may include:

- Mediation between parties
- Behavioural agreements
- Formal warnings
- Restrictions on participation in activities
- Other organisational measures deemed appropriate

## **9. Confidentiality**

CelloWercken will handle reports and investigations with the highest possible degree of confidentiality.

Information will only be shared with individuals who need to be involved in addressing the issue.

## **10. Protection Against Retaliation**

CelloWercken Zutphen does not tolerate retaliation against individuals who report concerns or participate in an investigation in good faith.

Anyone experiencing retaliation is encouraged to report this immediately.

## **11. Responsibility of the Organisation**

The board of CelloWercken Zutphen is responsible for:

- Promoting a safe and respectful environment
- Ensuring that reports are handled appropriately
- Maintaining awareness of professional boundaries within educational settings
- Periodically reviewing this Code of Conduct and reporting procedure

## **12. Adoption of this Policy**

This Code of Conduct and Procedure for Reporting Undesirable Behaviour has been adopted by the Board of CelloWercken Zutphen and applies to all activities organised by the organisation.