



FLAM TAP
DRUMMING
www.flamtapdrumming.co.nz

Code of Ethics – January 6th, 2022

Flam Tap Drumming is committed to providing and maintaining ethical teaching practices, towards pupils, other music teachers, and to society.

Flam Tap Drumming may, at times employ the services of qualified substitute teacher ('provider') if the Principal Instructor (Ajit Rasiah) is unavailable. All providers working on behalf of Flam Tap Drumming will adhere to the Code of Ethics.

Commitment to Pupils

Flam Tap Drumming and its providers will conduct relationships with pupils and their families in a professional manner.

- The provider will respect the privacy of pupils (unless disclosure is required by law).
- The provider will communicate the expectations of the studio. See the Terms of Tuition and the Health and Safety Policy for more details.
- The provider will develop the musical potential of each pupil, and at a pace that is appropriate for the pupil.
- Every pupil will be treated with respect and dignity.
- The provider shall respect the pupil's right to obtain instruction from a teacher of his or her choice.

Commitment to other music teachers

Flam Tap Drumming will remain professional and act with integrity in all its interactions with other teachers in the music profession.

- Providers shall refrain from disclosing sensitive information about colleagues in the music teaching profession that has been obtained in the course of professional service.
- Flam Tap Drumming shall participate in the pupil's change of teachers with as much communication as possible between parties, while being sensitive to the privacy rights of the pupil and families.
- Flam Tap Drumming will seek to productively with other drum and music teachers, and maintain a collegial relationship.

Commitment to Society

Flam Tap Drumming will maintain the highest standard of professional conduct and personal integrity.

- Providers will accurately represent their professional qualifications.
- Providers will strive for continued growth in professional competencies.
- Providers will support the community as a musical leader, and promote and nurture the development of music in society.



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Disputes process

Flam Tap Drumming is committed to resolving your complaint or dispute as quickly as possible. You may expect a written acknowledgement three working days after we receive your complaint and a written decision, together with an explanation for the decision within seven working days.

There are five simple steps in our disputes process.

- Please contact the Principal Instructor (Ajit Rasiah) and explain your concern.
- If the matter cannot be immediately put right and further investigation is required, we will then send you a form to complete with details on your complaint.
- Flam Tap Drumming will then gather all information for investigation
- We shall then investigate the complaint and give you a result in writing
- You will be advised what else you can do if you are still dissatisfied.

Your initial contact may be made by telephone, email, in person or in writing.