



Low level Concerns Policy

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Full Name	Position	Signature	Date	Review Cycle
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Introduction:

At the School of Coding, we are committed to providing a safe, respectful, and inclusive learning and working environment for our students and staff. We recognise that concerns, even those perceived as low-level, can have an impact on the well-being of our community members. This policy outlines our approach to addressing and resolving low-level concerns in a fair and efficient manner.

Policy Statement:

Definition of Low-Level Concerns:

- Low-level concerns refer to issues, conflicts, or disputes that are considered minor, non-threatening, and do not involve a breach of law or School of Coding policies. These concerns may include disagreements between students or staff, communication breakdowns, or minor behavioral issues.

Informal Resolution:

- In the case of low-level concerns, individuals are encouraged to first attempt an informal resolution. This may involve open and respectful communication between the parties involved to resolve the issue collaboratively.

Staff Support:

- School of Coding staff members, including teachers and administrators, are available to provide guidance and support in addressing low-level concerns. They can assist in facilitating discussions, offering mediation, or providing advice on conflict resolution strategies.

Respectful Communication:

- All parties involved in a low-level concern are expected to communicate respectfully and constructively. Disparaging language, harassment, or retaliation is not tolerated and may result in further disciplinary action.

**Documentation:**

- It is advisable for individuals involved in low-level concerns to keep records of relevant communications and actions taken to resolve the issue. This can aid in tracking progress and may be useful if further steps are necessary.

Escalation if Necessary:

- If informal resolution attempts are unsuccessful or if the concern persists, individuals are encouraged to escalate the matter to a higher authority, such as a school administrator or the Education Quality Manager. These individuals will review the concern and determine the appropriate course of action.

Confidentiality:

- School of Coding respects the privacy of all individuals involved in low-level concerns. Information related to these concerns is kept confidential to the extent allowed by law and school policies.

Resolution and Follow-Up:

- The goal of addressing low-level concerns is to find a resolution that is satisfactory to all parties involved. Once a resolution is reached, all parties should be informed, and efforts should be made to ensure that the issue does not recur. Follow-up may be necessary to monitor progress.

Conclusion:

The School of Coding is committed to maintaining a harmonious and respectful community where individuals can learn and work without undue disruption from low-level concerns. By adhering to this policy and embracing the principles of open communication, respect, and fairness, we can effectively address and resolve such concerns, fostering a positive and productive learning and working environments for all.