# Low level Concerns Policy

**Policy Owner**      **Sandeep Athwal**

| Full Name | Position | Signature | Date | Review Cycle |
|---|---|---|---|---|
| Sandeep Athwal | Director |  | 16.11.2023 | Annual |

# AEP

**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.

# AEP

**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 environment for all.