

# Student Conflict Resolution and Problem Solving Policy

At SML Hub, we believe conflict and complaints are best dealt with openly, fairly, and constructively. Our approach is rooted in community responsibility and respect.

## Informal Resolution

- Issues should first be addressed personally, as they arise.
- For specific issues between individuals, a **restorative chat** can be supported by a mentor.
- If it is a general issue, it involves a rule break or a wider community matter, it can be raised directly or submitted anonymously through the suggestion box for discussion at community meetings.
- If the issue cannot be resolved informally, it may be referred to the **Problem Solving Committee (PSC)**.

***Note:** If a specific issue is raised, the young person involved must be named. Hypothetical or anonymous situations cannot be addressed.*

## Problem Solving Committee (PSC)

The PSC exists to ensure our agreed rules are upheld and to help us live and learn together as a community.

- 1. Raising a complaint**
  - a. Any community member who is directly affected may submit a complaint by completing a PSC complaint form.
- 2. Committee formation**
  - a. A PSC will be made up of **1 adult and 2 young people**.
  - b. Members must not have witnessed the incident or be close friends with those involved.
- 3. Investigation**
  - a. The PSC will speak to the individuals involved and any relevant witnesses.

#### **4. Decision-making**

- a. The PSC will meet to decide on an outcome.
- b. Decisions must be unanimous.

#### **5. If no agreement can be reached**

- a. The case is referred back to the **Community Meeting** for further discussion.
- b. If the Community Meeting cannot agree, a new PSC will be formed to reconsider.

### **Non-participation**

Making mistakes is part of being human. What matters is how they are understood, worked through and resolved. Mistakes are opportunities for learning and growth.

If a student chooses not to engage in this process, they may be asked to go home.

The purpose of the PSC is to support the growth of the community and to enable members to resolve issues so they can move forward constructively.