Community 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.

This policy applies to everyone within the SML Hub community while on site, including all young people and adults. This policy does not include people speaking on behalf of others, the member must represent themselves though they may choose a peer for support. There is a separate procedure for parents and carers, and issues originating outside of SML.

Informal Resolution

- Issues should first be addressed personally, as they arise.
- If 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.
- For specific issues between individuals, a **restorative chat** can be held.
- If the issue cannot be resolved informally, it can be referred to the **Problem Solving Committee (PSC)**.

Note: *If a specific issue is raised, the 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 found in the Community Folder.
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

At SML Hub, if a student refuses to engage with this process, they may be sent home. The purpose of the PSC is to support, not blame.