



## Conflict Resolution & Restorative Practice Policy

At The BirthBliss Doula Academy, we recognise that disagreement and conflict are part of any real learning community. What matters is how they are handled.

We are committed to responding to conflict or harm in ways that prioritise listening, care, repair and shared responsibility, rather than blame, silencing or fear.

This policy explains how we approach conflict within BirthBliss spaces.

### **Our approach**

Wherever possible, we take a restorative approach. This means we aim to:

- understand what has happened, without assumption
- centre the experiences of those affected
- support accountability without humiliation or blame
- work towards outcomes that feel fair, respectful and proportionate

Our aim is not to win arguments or enforce conformity. It is to protect safety, dignity and trust within our learning and community spaces.

### **Belief and behaviour**

We recognise that people hold a wide range of personal, religious, philosophical and protected beliefs, including gender-critical beliefs.

Holding a belief does not remove the responsibility to behave with respect, care and professionalism towards others. This policy focuses on behaviour and impact, not on regulating belief or viewpoint.

### **What this looks like in practice**

If conflict, tension or harm arises within BirthBliss spaces, you can expect the following.

#### **1. Initial listening**

- We will offer a safe space for those involved to be heard
- This will be approached without judgement or presumption
- You may bring a trusted support person if helpful

## **2. Understanding impact**

- We will explore how the situation has affected those involved
- Emotional safety and practical consequences are both considered

## **3. Exploring ways forward**

Possible next steps may include:

- a restorative conversation, with or without mediation
- acknowledgement, apology or clarification
- changes to behaviour, agreements or boundaries
- reflection, mentoring or additional support

Not all options will be appropriate in every situation.

## **4. Moving forward**

- Any agreed actions will be proportionate and clearly communicated
- Follow-up will be handled with care, not control

### **Confidentiality and care**

Conversations are handled with sensitivity and discretion.

We do not escalate or formalise matters unless necessary, and never without communicating clearly with those involved.

### **When restorative practice is not sufficient**

In cases involving serious or repeated concerns, such as bullying, harassment or discrimination, we may need to take further action.

This could include:

- pausing participation in BirthBliss programmes or spaces
- applying relevant safeguarding or conduct policies
- seeking external support or advice

Even in these situations, we aim to act with fairness, transparency and respect, and to hold space for learning and repair where possible.

### **Scope of this policy**

This policy applies to conduct within The BirthBliss Doula Academy courses, programmes, events and community spaces, whether online or in person.

The BirthBliss Doula Academy does not act as a regulatory body and does not investigate disputes that occur outside these contexts.

## **Our commitment**

Being part of The BirthBliss Doula Academy means being part of a shared learning community. We do not expect perfection. We do expect honesty, care and a willingness to engage when things feel difficult.

If something feels unresolved or uncomfortable, you are encouraged to reach out. We will listen, respect your experience, and work towards a way forward that preserves dignity for all involved.