



THE BirthBliss ACADEMY

Conflict Resolution & Restorative Practice Policy

At The BirthBliss Academy, we believe that conflict is a part of any real community. What matters is how we handle it.

We are committed to responding to disagreements or harm in a way that prioritises listening, repair, and shared responsibility, not shame, silencing, or fear.

Our Approach

We use a restorative approach wherever possible. This means we:

- Focus on understanding what happened
- Centre the voices of those affected
- Encourage accountability without blame
- Work together to find a way forward that feels fair and respectful

We don't aim to "win" arguments. We aim to repair relationships, protect the safety of all involved, and keep our learning environment grounded in trust and openness.

What This Looks Like in Practice

If conflict or harm arises, here's what you can expect:

- 1. Initial Listening**
 - We will create a safe space to hear from the people involved
 - This will be done without assumption or judgement
 - You can bring someone to support you if needed
- 2. Understanding Impact**
 - We'll explore how the situation has affected those involved
 - We'll focus on emotional safety as well as practical outcomes

3. Exploring Resolution Options

- This could include:
 - A restorative conversation (with or without mediation)
 - An apology or acknowledgement
 - A change in behaviour, agreements, or boundaries
 - Additional support, mentoring or reflection

4. Moving Forward

- Together, we'll agree on any actions or changes needed
- These will be followed up with care, not control

Confidentiality & Care

All conversations will be handled with respect, privacy and sensitivity. We won't escalate or formalise things unless necessary and never without letting you know.

When Restorative Practice Isn't Enough

If a serious issue arises (e.g. bullying, harassment, discrimination), we will still apply our values, but may need to:

- Pause involvement temporarily
- Escalate to a formal safeguarding or disciplinary process
- Bring in outside support

Even then, we aim to hold space for reflection, learning, and repair wherever possible.

Being part of The BirthBliss Academy means being human together.

We don't expect perfection. But we do expect honesty, care, and a willingness to work things through even when it's hard.

If something feels uncomfortable, unresolved or unspoken you are always welcome to reach out.

We will listen. We will respect your experience. We will try to find a way forward that leaves everyone with their dignity intact.