

StudyBox Low-Level Concerns Policy

At **StudyBox**, we are committed to providing a safe and professional learning environment. This policy explains how we handle **low-level concerns** about staff behaviour to ensure child safety, professional standards, and a culture of openness.

1. Definition of Low-Level Concern

A low-level concern is any concern — no matter how small — that an adult working in or on behalf of StudyBox may have:

- Acted in a way inconsistent with our **Staff Code of Conduct**.
- Behaved in a manner that could be misinterpreted or undermine trust.
- Engaged in inappropriate behaviour **inside or outside of work** that may affect the safety or welfare of students.

Examples include:

- Over-familiarity with students.
- Minor inappropriate comments or jokes.
- Unprofessional behaviour that does not meet the threshold for formal misconduct.

2. Reporting Low-Level Concerns

Anyone may report a low-level concern, including staff, students, parents, or visitors.

How to report:

- **Email:** shannon@studybox.london
- **Phone or In Person:** 0203 189 1442

Reports should include:

- Name and role of the staff member involved.
- Details of the behaviour, including date, time, and location.
- Any witnesses or supporting evidence.

All reports must be shared with the **Designated Safeguarding Lead (DSL)**.

3. Handling Low-Level Concerns

1. **Acknowledgement:** Reports will be acknowledged within **2 working days**.
2. **Recording:** All low-level concerns will be logged **confidentially**. Logs will monitor patterns and inform safeguarding oversight.
3. **Review & Action:** The DSL will review the concern and determine appropriate actions, which may include:
 - Informal discussion or coaching with the staff member.
 - Mentoring, training, or monitoring behaviour.

- Escalation to formal procedures if patterns emerge or concerns worsen.

4. **Feedback:** The person raising the concern will be informed that it has been addressed appropriately.

4. Confidentiality

All low-level concerns are handled **confidentially**. Information is shared only on a need-to-know basis to protect children and ensure proper handling.

5. No Repercussions

Staff will **not face disciplinary action** for raising genuine concerns, even if they are ultimately unfounded, provided the concern is raised in good faith.

6. Purpose

This policy ensures:

- A culture of openness and transparency.
- Concerns are addressed early to prevent escalation.
- Staff are supported in maintaining professional conduct.
- The safety and welfare of students are always prioritised.