

Applegrove Nature School

Questions, Concerns & Conflict Resolution Policy

Applegrove Nature School values open, respectful and timely communication. We want everyone — children, caregivers and educators — to feel safe, welcome and respected while participating in our programs.

If you have a question, concern or problem relating to something that happens during a program, **please bring it directly to an Applegrove Nature School educator as soon as possible, preferably during the program when the situation is occurring.** We would much rather have an opportunity to understand and address a concern early than have it grow or become a source of frustration.

Our role is not only to support the children. We are also available to help caregivers navigate concerns that arise between children or adults during the program. If there is a disagreement or concern involving another child, caregiver or family, please come to us rather than trying to resolve the situation directly with the other person.

We will listen to everyone involved, help clarify what has happened, and work with those involved to find a respectful and practical way forward. When appropriate, we may act as a mediator or help facilitate a conversation between people involved in a disagreement.

We ask that concerns not be discussed or circulated within the wider community before giving us an opportunity to address them. Talking about a concern with others without involving the people who can actually help resolve it can allow misunderstandings and frustrations to grow. Bringing concerns directly to us gives us the opportunity to respond, make changes where appropriate and help everyone move forward.

Concerns do not necessarily signal something bigger. They offer an opportunity for growth, change and improvement. We strive to address concerns proactively, respectfully and as soon as possible, with the goal of maintaining a safe and welcoming environment for everyone.

If a concern cannot be resolved during the program, we are happy to arrange a more focused conversation at another time. Concerns will be treated confidentially, subject to applicable legal requirements and the need to address the situation appropriately.