

STUDENTS CONFLICT RESOLUTION

Procedure for Students from KS3 Onwards

Policy:	Version 1.3
Date:	September 2025
Reviewed by:	Secondary Team
Written by:	Secondary Management Team
Responsible:	CEO/Head of Secondary
Approved by:	CEO
Next Review:	September 26

At the British School of Costa Daurada we believe that positive behaviour starts with that of the adults. Our emphasis is on recognising and celebrating effort and success, so that all pupils feel valued. We consistently model the behaviour that we would like to see in our students. Having a sanction procedure for students is necessary for schools to maintain a conducive learning environment, uphold discipline, and ensure the safety and well-being of all students and staff. Sanctions provide clear consequences for unacceptable behaviour, which serves as a deterrent to potential misconduct.

By implementing a structured and fair sanction system, schools can promote a sense of accountability and responsibility among students, encouraging them to make positive choices and fostering a culture of respect and cooperation. Additionally, a well-defined sanction procedure helps to address and rectify behavioural issues promptly, allowing students to understand the consequences of their actions and providing opportunities for personal growth and character development.

Legal base:

LEC. Llei 12/2009, del 10 de juliol, d'educació (DOGC 16.07.2009)
Decret 279/2006, de 4 de juliol, sobre els drets i deures de l'alumnat i regulació de la convivència en els centres educatius no universitaris de Catalunya (DOGC 6.7.2009)



Decret 102/2010, de 3 d'agost, d'autonomia dels centres educatius (DOGC 5.8.2010)

Resolucions de juny de 2013, per les quals s'aprova el document per a l'organització i funcionament dels diferents centres educatius públics i privats per al curs 2013-2014.

DECRET 155/2010, de 2 de novembre, de la direcció dels centres educatius públics i del personal directiu professional docent.

This Procedure must be read in conjunction with our Behaviour Policy and Procedure.

PROCEDURES FOR CONFLICT RESOLUTION AND PROFESSIONALS INVOLVED:

Class Teacher

- They are responsible for implementing the necessary strategies to those students whose behaviour hinders the teaching or coexistence in the classroom.
- In the event of any incident in the class, they should speak to the student to redirect their attitude (individual reflection). They must record the action in Additio
- The tutor and the Head of Secondary/Secondary Management Team keep track of reported incidents and the actions taken.
- They monitor the class group and students, especially those who display behaviour that is not entirely appropriate in their relationship with the school, teachers, peers, or their learning.

Form Tutors

- They should be aware of the behavioural development of their students.
- They must inform parents and students (via workshops, assemblies, tutor time etc.) about the expected standards outlined in this policy and the subsequent consequences when these standards are not met
- They should encourage the coexistence of the group of students.
- Utilise the corrective measures outlined at the back of this policy

Head of Secondary/Secondary Management Team

- Is responsible for resolving those incidents that require immediate action due to their nature.
- Periodically communicates the behaviour policy and/or specific focus points of the policy to staff in order to refresh the working knowledge /application of the policy

- The Secondary Head discusses with the Secondary Management Team any curricular measures that would prevent conflicts in the school or promote conflict resolution.
- They must inform parents and students (via workshops, assemblies, emails etc.) about the expected standards outlined in this policy and the subsequent consequences when these standards are not met
- Any intervention will be activated by the Head of Secondary, based on a request for action from the teaching staff, Secondary Management Team and/or tutors.

Wellbeing Department

- Initiates after referral from Head of Secondary the relevant observations and interventions with students and their families in order to identify needs and to generate a Support Action Plan (SAP) for students and families.
- Facilitates teaching staff to carry out the appropriate interventions and action plans.
- Facilitates the organisation and strategies for the students and families to carry and implement the SAP

Classification of behaviours and consequences

At BSCD, taking into account that Secondary form tutors have the most contact time with students, and are likely to be the individuals who best know each of their students, as well as their families and their particular situations. With the aim of correctly applying what is provided in point 3 of article 24 of the Decree of Autonomy of educational institutions, as well as the possible mediation processes, they should be the ones leading, together with the Secondary Management Team, the support and where applicable consequences for serious behaviours.

Minor offences

Minor Offence

Behaviour	Consequence(s)	By Who?
Unjustified absence and/or lateness.	For each incident the 2 steps below must be followed:: <ul style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately 	Teacher who witnessed the offence
Not using English as the main language of the school during lessons. (excluding Catalan, Spanish and German lessons) However, always considering language etiquette in communal areas.	1st: Reminder to use the correct language 2nd: Warning. Pupil receives a warning to use the correct language 3rd: The 2 steps below must be followed: <ul style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately 	Teacher who witnessed the offence
Eating and drinking in the classroom without permission, including chewing gum	For each incident the 2 steps below must be followed: <ul style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately 	Teacher who witnessed the offence
Littering the school premises	For each incident the 2 steps below must be followed: <ul style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately 	Teacher who witnessed the offence
Shouting or running in the corridors inside school buildings or other inappropriate areas	For each incident the 2 steps below must be followed:: <ul style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately 	Teacher who witnessed the offence
Not participating, without reason or justification, in scheduled outings and/or official activities organised by the school.	1st: Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support. Reminder of school values, personal best. 2nd: Warning. Pupil receives a warning to participate For each incident the 2 steps below must be followed::	Teacher who witnessed the offence

	<ul style="list-style-type: none"> • Relevant staff member discusses again, in private, the incident with the pupil to try and resolve the issue and offer support • Where no appropriate justification is provided, the Incident is logged on Additio immediately and parents are contacted to discuss the situation. 	
Entering spaces exclusively for teachers' use (staff room, departments, etc.), lingering in classrooms or other spaces without permission, or entering a classroom without permission.	<p>For each incident the 2 steps below must be followed::</p> <ul style="list-style-type: none"> • Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support • Incident logged on Additio immediately 	Teacher who witnessed the offence
Late homework	<p>For each incident the 2 steps below must be followed::</p> <ul style="list-style-type: none"> • Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support • Incident logged on Additio immediately ❖ <u>First and/or second offence</u>, homework to be handed in the next day in tutor time. ❖ <u>Third offence</u>, the child must be sent to the homework club. The teacher emails the form tutor with relevant management CC'd. The form tutor will email home with Secondary Management Team CC'd letting them know that the child will be there that day or the following day. 	Teacher who witnessed the offence Form tutor
Incorrect uniform or equipment including having hair down when directed to put it up	<p>For each incident the 2 steps below must be followed::</p> <ul style="list-style-type: none"> • Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support • Incident logged on Additio immediately 	Form tutor Class teacher
Not bringing the appropriate school materials.	<p>For each incident the 2 steps below must be followed:</p> <ul style="list-style-type: none"> • Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support • Incident logged on Additio immediately 	Class teacher Form tutor
Low level disruption	<p>For each incident the 2 steps below must be followed:</p>	Class teacher Form tutor

	<ul style="list-style-type: none"> • Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support • Incident logged on Additio immediately 	
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Notes: minor offences

- Temporary removal from the classroom for a maximum 10 minute period ***is an exceptional measure*** aimed at correcting the student's behaviour, providing them with the space, without peers, to reflect and recalibrate before continuing with the class.
- It is the responsibility of the teacher to ensure the student remains in the corridor outside the classroom in sight.

Major offences

Major offence		
Behaviour	Consequence	By Who?
Accrual of six minor offences.	<ul style="list-style-type: none"> - The form tutor holds a 1:1 meeting with the pupil at the next possible time in the day to discuss the logged offences. - The form tutor contacts home via email with the Secondary Management Team in CC to communicate that there is a recurrent issue of minor offences. The communication should include details of all offences and the interventions to date. - The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can provide support and help the student to resolve any issues they are experiencing. The pupil spends the remaining time doing restorative actions at the school. - Restorative session is logged by Secondary Management Team on Additio 	Form tutor Secondary Management Team
Not returning official school equipment and resources (such as books) within the specified deadline.	<p>For each incident the 2 steps below must be followed::</p> <ul style="list-style-type: none"> • Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support • Incident logged on Additio immediately • 2 day extension given 	Teacher who witnessed the offence

	<ul style="list-style-type: none"> • If equipment still not returned, form tutor emails home • If the equipment is not returned the family will be billed to cover a replacement 	
Lack of respect towards any member of the educational community, including peers	<p>For each incident the 3 steps below must be followed::</p> <ol style="list-style-type: none"> 1. Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support 2. Incident logged on Additio immediately 3. The pupil will stay with one member of staff during break time. <p>second major offence: Form tutor contacts home via email with the Secondary Management Team in CC'd to communicate the issue.</p> <ul style="list-style-type: none"> • The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can provide support and help the student to resolve any issues they are experiencing. The pupil spends the remaining time doing restorative actions at the school. • Restorative session is logged by Secondary Management Team on Additio 	<p>Staff member who witnessed the offence Form tutor Secondary Management Team</p>
Not meeting expectations of members of school staff	<p>For each incident the 3 steps below must be followed::</p> <ol style="list-style-type: none"> 1. Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support 2. Incident logged on Additio immediately 3. The pupil will stay with one member of staff during break time. <p>second major offence: Form tutor contacts home via email with the Secondary Management Team in CC'd to communicate the issue.</p> <ul style="list-style-type: none"> • The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can provide support and help the student to resolve any issues they are experiencing. The pupil spends the remaining time doing restorative actions at the school. • Restorative session is logged by Secondary Management Team on Additio 	<p>Staff member who witnessed the offence Form tutor Secondary Management Team</p>
Intentionally sabotaging an individual/class, such as hiding projector remotes, batteries, mouse, equipment, interfering with wifi connections etc.	<p>For each incident the 3 steps below must be followed::</p> <ol style="list-style-type: none"> 1. Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support 2. Incident logged on Additio immediately 3. The pupil will stay with one member of staff during break time. 	<p>Staff member who witnessed the offence Form tutor</p>

	<p>second major offence: Form tutor contacts home via email with the Secondary Management Team in CC'd to communicate the issue.</p> <ul style="list-style-type: none"> The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can provide support and help the student to resolve any issues they are experiencing. The pupil spends the remaining time doing restorative actions at the school. Restorative session is logged by Secondary Management Team on Additio 	Secondary Management Team
Repeatedly interrupting the class or engaging in unjustified actions that disrupt the normal development of class activities.	<p>For each incident the 3 steps below must be followed::</p> <ol style="list-style-type: none"> A relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support. Incident logged on Additio immediately The pupil will stay with one member of staff during break time. <p>Second major offence: Form tutor contacts home via email with the Secondary Management Team in CC'd to communicate the issue.</p> <ul style="list-style-type: none"> The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can provide support and help the student to resolve any issues they are experiencing. Pupil spends the remaining time doing restorative actions at the school. Restorative session is logged by Secondary Management Team on Additio 	Staff member who witnessed the offence Form tutor Secondary Management Team
Inappropriate use of electronic devices.	<p>For each incident the 3 steps below must be followed::</p> <ol style="list-style-type: none"> A relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support. The electronic device may be removed at the teachers discretion. Incident logged on Additio immediately The pupil will stay with one member of staff during break time. Where necessary the electronic device should be confiscated and investigated by the IT department. Where a serious issue is identified, parents and/or teachers may need to be informed. <p>Second major offence: Form tutor contacts home via email with the Secondary Management Team in CC'd to communicate the issue.</p> <ul style="list-style-type: none"> The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can 	Staff member who witnessed the offence Form tutor Secondary Management Team

	<p>provide support and help the student to resolve any issues they are experiencing. The pupil spends the remaining time doing restorative actions at the school.</p> <ul style="list-style-type: none"> Restorative session is logged by Secondary Management Team on Additio 	
Cheating during exams.	<p>For each incident the 2 steps below must be followed::</p> <ul style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately ❖ The child must be sent to the homework club to redo the exam . The teacher emails the form tutor with relevant management CC'd. The form tutor will email home with Secondary Management Team CC'd letting them know that the child will be there that day or the following day. The second exam is capped at 40%. 	<p>Class teacher Form tutor</p>
Displaying challenging behaviours including using insulting and/or coarse language	<p>For each incident the 3 steps below must be followed::</p> <ol style="list-style-type: none"> Relevant staff member discusses, in private, the incident with the pupil to try and resolve the issue and offer support Incident logged on Additio immediately The pupil will stay with one member of staff during break time. <p>second major offence: Form tutor contacts home via email with the Secondary Management Team in CC'd to communicate the issue.</p> <ul style="list-style-type: none"> The pupil is sent to the accompanied session to meet a member of the Secondary Management Team one afternoon after school (4-5pm) to discuss how the school can provide support and help the student to resolve any issues they are experiencing. The pupil spends the remaining time doing restorative actions at the school. Restorative session is logged by Secondary Management Team on Additio 	<p>Staff member who witnessed the offence Form tutor Secondary Management Team</p>

Very Serious Offences

Very Serious Offences

Behaviour	Consequence	By Who?
<p>-Repetition of 3 major offences OR</p> <p>-Unjustified and serious disruption of the normal development of activities in the school, falsification or theft of academic documents and materials, and impersonation.</p> <p>-Insults, offences, physical aggression, racism, physical fights, threats, harassment, or humiliation towards other members of the educational community and acts seriously violating their privacy or personal integrity.</p> <p>-Intentionally causing damage to infrastructure and facilities (including windows, walls, fire extinguishers, graffiti), damaging equipment (including electronic) and intentional damage to others belongings</p> <p>-Acts or possession of substances harmful to health, and incitement to such acts, including smoking anywhere within the school grounds and/or during school activities outside the school</p> <p>-Repeatedly misusing phones, laptops, and other electronic devices in any area of the school. This includes:</p> <p>a. The use of a webcam/camera for activities not authorised by the staff member.</p>	<ul style="list-style-type: none"> • The class teacher sends a suitable pupil/staff member to find a member of the Secondary Management Team. WhatsApp and email may also be used to alert a member of the Secondary Management Team to the situation. • The situation should be stopped (and pupils separated from the event) where possible and safe. • Secondary Management Team attend the incident and the student(s) is removed from the situation • Incident is logged onto Additio by witnessing staff member with written details • The Secondary Management Team holds a meeting with the pupil(s) at the next possible time in the day to discuss the offence. • Secondary Management Team contact home and invite parents in to discuss the incident at the next possible time for both parties. A written record of the offence will be created on Additio and signed by both Secondary Management Team and the parent/guardian. • The Secondary Management Team meets and decides on the consequence for the offence. The sanctions to be applied may involve: <ul style="list-style-type: none"> a. Suspension of the right to attend classes or the school (maximum 5 days) b. Suspension of the right to participate in extracurricular or complementary activities (maximum period of 2 months). In the case of curriculum-related outings, an alternative activity should be arranged to assess the student on the intended content of the outing. c. Temporary/permanent removal of electrical equipment. d. In some cases the police will be involved and/or the safeguarding lead will be notified. e. In some cases the SENCo and/or wellbeing department will be contacted and this may result in an SAP or Positive Behaviour Support Plan (PBS) being put into place. 	<p>Witnessing staff Secondary Management Team</p>

<p>b. When a device has been confiscated by a teacher three or more times.</p> <p>c. Content containing racist, xenophobic, offensive, violent, etc.</p> <p>e. Impersonation using electronic devices</p>		
<p>Leaving the school premises.</p>	<ul style="list-style-type: none"> • Member of staff alerted to or that witnesses the child leaving school informs Secondary Management Team and reception immediately in person or via a phone call, WhatsApp or an email message. • The situation should be stopped (and pupils separated from the event) where possible and safe. • Secondary Management Team attend the incident and the student(s) is removed from the situation • Incident is logged onto Additio by witnessing staff member with written details • The Secondary Management Team holds a meeting with the pupil(s) at the next possible time in the day to discuss the offence. • Secondary Management Team contact home and invite parents in to discuss the incident at the next possible time for both parties. A written record of the offence will be created on Additio and signed by both Secondary Management Team and the parent/guardian. • The Secondary Management Team meets and decides on the consequence for the offence. The sanctions to be applied may involve: <ul style="list-style-type: none"> a. Suspension of the right to attend classes or the school (maximum 5 days) b. Suspension of the right to participate in extracurricular or complementary activities (maximum period of 2 months). In the case of curriculum-related outings, an alternative activity should be arranged to assess the student on the intended content of the outing c. In some cases the police will be involved and/or the safeguarding lead will be notified. d. In some cases the SENCo and/or wellbeing department will be contacted and this may result in an SAP or PBS being put into place. 	<p>Witnessing staff Secondary Management Team</p>

Notes on Very Serious Offences

Article 38 of the LEC states that "students who intentionally or negligently cause damage to the facilities or materials of the school, including laptops, must repair the damage or replace the stolen items, without prejudice to the civil liability that corresponds to them or their parents and/or guardians, in the terms determined by current legislation."

The offences and sanctions referred to in this article will expire after three months from the commission and imposition (Article 25 of Decree 102/2010). If this behaviour is repeated, it may result in a very serious offence being assigned, and appropriate measures will be taken.

Suspensions: A member of staff will accompany the student to a suitable and monitored place for the length of the suspension and will make sure that the student carries out the assigned tasks.

Bullying

Bullying among peers is a concern for the entire educational community and our society. Bullying can have different origins: physical, psychological, sexual, sociocultural, etc. It can occur within the school premises (classrooms, corridors, playgrounds) or outside (streets, parks, etc.) and can also manifest virtually, such as cyberbullying (social networks, SMS, etc.).

The Prevention, detection, and Intervention Protocol for Bullying and Cyberbullying Among Peers from the Departament Educacio Generalitat Catalunya will be initiated. Please see our Anti Bullying Policy and Procedure. .

Actions

The school management team is responsible for initiating the disciplinary proceedings and applying what is established in the LEC and the autonomy decree of the schools for this purpose.

If a student carries or consumes drugs, commits serious threats, or attacks, the police will be notified, and the corresponding protocols will be initiated:

1. Prevention, Detection, and Intervention Protocol for Bullying and Cyberbullying Among Peers from the Departament Educacio Catalunya
2. Protocol for Action in Cases of Child and Adolescent Abuse Detected in the School Environment, from the Departament Educacio Catalunya. .
3. Protocol for Action in Cases of Psychosocial Emergencies in the School Environment, from the Departament Educacio Generalitat Catalunya.
4. Protocol for the Prevention, Detection, and Intervention on Drugs in Secondary Education Centers.
5. Protocol for Action in Cases of Students Suspected of Joining Organized and Violent Youth Groups.
6. Other protocols.

IN CASES WHERE A PERMANENT EXCLUSION IS RECOMMENDED BY THE SCHOOL

a. GUARANTEES AND PROCEDURE FOR CORRECTION OF SERIOUS OFFENCES (Article 25 Decree 102/2010)

From the initiation of the proceeding, the School Management informs the affected students and, in the case of minors under 18 years old, also their parents or legal guardians, who must sign the communication acknowledging their awareness of the committed offence.

Serious offences that disrupt the school environment as specified in Article 37.1 of the Education Law (12/2009) and included in the current regulations, are corrected through a sanction provided for in Article 37.3 of the mentioned law. It is the responsibility of the school management to impose without prejudice.

b. APPLICATION OF SANCTIONS (DAC 102/2010 ART.25.1)

Before formulating the final proposal for resolution, the Secondary Management Team must hear the affected student, as well as the parents or legal guardians, and provide them with access to the proposal for provisional resolution so that they can express their point of view.

In the case of receiving an appeal filed by the student and/or their legal representatives, the School's Secondary Management Team must acknowledge the communication. In any case, during the provisional suspension of attendance in class, which is considered part of the sanction, the activities and educational measures to be carried out during this period must be determined.

Secondary Management Team will respond to the appeal in writing within five school days, and the deadline for a further parental appeal is an additional five school days.

When applying a sanction that entails the temporary loss of the right to attend the school during the compulsory schooling stages, the agreement of the parent/legal guardian will be sought. When this agreement is not obtained, the reasons for it must be detailed and recorded.

When a child is permanently expelled, the school must ensure that the student is given a place in another school. The Department of Education must arrange the necessary procedures when the affected school cannot directly handle the new enrollment of the student in question.

c. PROCEDURE WHEN A RESOLUTION CANNOT BE AGREED

- The Secondary Management Team appoints a member of staff to undertake a review of the appeal. The member of staff will not be part of the student's teaching team to ensure maximum objectivity.

- The appointed member of staff reviews the proposal for a provisional resolution after having heard the parents/legal guardians appeal and Secondary Management Team proposal.
- The appointed member of staff communicates their final proposal for resolution after a thorough review of the case and provides a written report to the Secondary Management Team and parents/legal guardians.
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d. GRADUATION OF SANCTIONS. CRITERIA

To determine the level of application of sanctions that correct the offences mentioned in Article 37.1 of the Education Law, the following criteria must be taken into account:

- The personal, family, and social circumstances, as well as the age of the affected student.
- The proportionality of the sanction to the conduct or act that motivates it.
- The impact of the sanction on improving the educational process for the affected student and the rest of the students.
- The existence of an explicit agreement with the parents or legal guardians, within the framework of the educational commitment letter signed by the family, to administer the sanction jointly.
- The objective impact on the school's life of the action being sanctioned.
- The recurrence or repetition of the actions being sanctioned.

In any case, the acts or behaviours referred to in Article 37.1 of the Education Law must be considered especially serious, and the sanction measures must be proportionate to this special seriousness, especially in cases involving discrimination based on gender, sex, race, birth, or any other personal or social circumstance of third parties affected by the action to be corrected.

e. Meetings with Safeguarding/Wellbeing/SEND/Pastoral

There will be a regular meeting between the 4 departments to share concerns and to make agreements on recommendations and next steps.

This document is signed and dated by the members below confirms their reading and understanding and application of this policy above.