

Our Commitment to a Positive Community

At Arbor Education, we are dedicated to fostering a supportive and collaborative environment for everyone – our customers, our partners, and our incredible team. We believe that respectful and open communication is the foundation of successful relationships and ensures the best possible experience for all.

What We Stand For :

- **Respectful Communication:** We encourage open and honest feedback and appreciate direct, constructive communication. We're here to listen and help!
- **Collaboration:** We love working together to solve challenges and achieve shared goals. Your insights are invaluable as we strive to improve.
- **Kindness and Professionalism:** We believe that every interaction should be guided by mutual respect, understanding, and a shared commitment to creating a positive experience.

What We Won't Tolerate (and Why It's Important):

To maintain a safe and productive environment for our team and community, we have a zero-tolerance policy for the following:

- **Abusive or Derogatory Language:** We will not tolerate any form of abusive, offensive, discriminatory, or derogatory language directed at our staff, whether on support calls, in written communications, or in reviews. This includes, but is not limited to, personal insults, harassment, threats, or any form of hate speech.
- **Bullying or Intimidation:** Any behavior intended to intimidate, belittle, or harass our team members is unacceptable.
- **Disruptive Conduct:** Actions that intentionally disrupt our ability to provide support or negatively impact our team's well-being will not be tolerated.

Our Approach to Unacceptable Conduct:

In instances where this policy is violated, we reserve the right to take appropriate action, which may include:

- Issuing a warning.
- Limiting or suspending access to support services.
- Terminating our partnership.

We believe in open dialogue and, wherever possible, will aim to resolve situations amicably and constructively.

Thank you for being a valued member of the Arbor Education community and for helping us maintain a respectful and positive environment for everyone.