

## **Grievance Policy – 2018-19**

### **Motto**

Find True Wisdom

### **Vision**

To be a centre of excellence in provision and promotion of quality education

### **Mission**

- To help children become confident, informed, purposeful and independent.
- To provide an enriching and stimulating environment within which the child becomes an active explorer.
- To provide a framework of discipline which empowers a child to develop self-discipline and a strong sense of self.
- To provide a cross-cultural environment in which the foundation of global peace may be laid.



## **Introduction and Values**

The Scholars Indian School seeks to promote harmony among its employees, faculty, students, and parents and to encourage equitable solutions to problems arising among them. The School believes that most concerns and differences are best addressed through open and honest communication conducted in an informal, respectful, and civil manner and that effective resolution depends on direct, prompt and constructive dialogue.

The following procedures are adopted to meet these goals.

### **Grievance Committee Structure and Rules**

**Composition of the Grievance Committee** – The Grievance Committee consists of eight members, appointed by the School Management. One member of the Grievance Committee shall be designated by the School Management to serve as the Coordinator of the Committee.

**Parent Liaison** – One member of the Committee shall be appointed to serve as Parent Liaison. This individual shall not sit on the Grievance Committee. His or her primary role will be to help parents understand the grievance procedures and to provide process guidance to aggrieved parents. Parents who approach other members of the Board of Directors with grievances will be referred to the Parent Liaison.

**Training** – On an annual basis, all members of the Grievance Committee and the Parent Liaison will receive training provided by the qualified individuals with regard to confidentiality, impartiality and other topics relevant to effective execution of their duties.

**Timelines** – Failure of a parent to comply with the procedural timelines listed below may result in denial of a grievance request. Extensions in timelines may be granted if the relevant decision maker determines there is a reasonable need for such extension. Similarly, the timelines for actions to be taken by school personnel or board members may be extended, with notice to the aggrieved party, when there is a reasonable need for extension or extension is in the best interest of an effective process.

**Forms** – The Committee Coordinator may develop one or more grievance forms to facilitate and document the various steps of the grievance process.

### **Parent Grievance Procedures**

The Board recognizes that effective school governance requires that the primary responsibility for issues involving student discipline, curriculum, assessment and promotion and other day-to-day decisions regarding school lies with the faculty, staff and stake holders of the School and these individuals are best suited to resolve conflicts that arise with respect to these issues.

**Informal Procedures:** A parent should first attempt to resolve any grievance through discussion with the relevant teacher(s) or other involved persons. If the parent's concern is not adequately addressed through an informal discussion with the teacher and/or staff involved, the parent should next attempt to resolve the grievance with the appropriate supervisor, if applicable. If a grievance cannot be resolved in an informal manner, the parent may initiate a formal grievance procedure.

**Formal Grievance Procedure:** In instances where informal means are ineffective or otherwise not feasible, the School offers these more formal grievance procedures. Grievance proceedings and information shall be kept confidential at all levels to the extent possible and permitted by law. A parent grievance is a formal written claim by a parent or group of parents identifying the concern, identifying the individual or group's resolution attempts, and identifying any law, policy, or practice

that is implicated by the concern. No one shall retaliate against a parent who files a grievance under this policy (or against a student whose parent files a grievance) in good faith.

**Level One - Appeal to the Teacher.** A parent may, by written request, seek a formal conference with the relevant Teacher to address an unresolved grievance.

The request shall succinctly describe the specific grievance(s) and related details, and shall identify any specific policy, rule, regulation or law believed to have been violated, and shall provide other relevant information to help the Teacher adequately understand the nature of the grievance.

The request shall be filed within fifteen (15) business days of the most recent incident(s) or last informal attempt to resolve the grievance, provided that such attempt was made within ten (10) business days of the last incident.

Following receipt of the written request, the supervisor shall, whenever possible, conduct a conference with the aggrieved parent(s) within ten (10) days. Within five (5) business days following the conference, the supervisor will state in writing his or her decision with regard to the grievance and a copy will be given to the parent.

**Level Two – Appeal to the Committee Coordinator.** If the grievance is not resolved, the parent(s) may appeal the Teacher’s decision in writing to the Committee Coordinator if the Coordinator was not involved in the Level One Conference.

The appeal must be made within five (5) business days following receipt of the Teacher’s written Level One response to the grievant. The Committee Coordinator will review the grievance and conduct an informal investigation as necessary.

The Committee Coordinator shall issue a written response to the parent and the Level One Teacher/staff within ten (10) business days following receipt of the written appeal.

**Decisions of the Committee Coordinator are final and not subject to further appeal, except in the following instances:**

The Committee members, through its Grievance Committee, retains discretion to determine whether an alleged violation involves a “final” or “appealable” decision by the Committee Coordinator. The Grievance Committee may consider all available evidence in the record established at the time of the decision and any other evidence it seems necessary for consideration. In addition, the Grievance Committee has the authority to grant a discretionary appeal in exceptional circumstances.

The Grievance Committee panel may affirm, reverse, or modify the decision of the Committee Coordinator. Following the hearing, the parent shall be informed in writing of the panel’s decision within five (5) business days after the hearing, whenever feasible.

The decision of the Grievance Committee panel is final OR the decision of the Grievance Committee panel may be appealed to the Management.

## **Policy History**

Adopted on: June 26, 2018

Prof. M. Abubaker  
Principal