



مدارس المملكة  
KINGDOM SCHOOLS

# KS 2019-20 Grievance Policy

## Contents

Grievance Policy.....	3
Rationale .....	3
Definitions .....	3
Structure .....	3
Process .....	3
Committee Guidelines & Requirements .....	4
APPENDIX.....	5
Grievance Form.....	6

# Grievance Policy

## Rationale

Kingdom Schools (KS) is committed to offering the best care and education to all students. However, during a child's school years, a parent may have an issue or concern related to his/her child's education. KS strives to have those concerns resolved in a fair, equitable and timely manner.

While KS encourages informal resolutions (resolving issues directly with a staff member whose decision or action is of concern, or directly with the staff member's line manager), we recognize that under certain circumstances, a more formal process is necessary.

## Definitions

**Grievance:** A formal, written complaint regarding a specific decision made by a school staff member alleging that such decision has adversely affected the complainant or his/her dependent child. Such a decision violates, misapplies, or misinterprets a specific school policy, is discriminatory in nature, or creates an identified health or safety concern.

**Grievant:** The parent, student, or legal guardian submitting the grievance.

**Respondent:** One against whom a grievance is filed.

**Contact person:** One with whom the grievant can discuss the issue before filing a grievance. Be sure to identify the appropriate contact person for your type of grievance.

## Structure

The Grievance Committee is a panel of three parents, and two KS employees who are willing and able to assist the school to resolve a parent's concern in the best interest of the child and the school.

- Parent members are elected by a general vote.
- The KS senior leadership team appoints the school committee members.
- Given this task involves sensitive information that affects students, families, and staff like, and a good proportion KS staff are native English speakers, committee members are required to be:
  - Fully bilingual
  - Age 40 and above
  - Hold a tertiary degree
  - In good standing; should not have made any complaints or grievances in the past, and should not have had any complaints against them in the past to ensure neutrality
- The committee chair is a parent elected by committee members.
- The committee chair appoints a secretary from within the committee; this role is rotated monthly.
- If a member misses three meetings in a row, a replacement is selected from the runner-up list in the most recent election.

## Process

To effectively resolve an issue, the following steps must be observed:

1. The grievant should first approach the staff member concerned to resolve the issue.
2. If the issue is not resolved, the line manager of the staff member becomes involved.
3. If steps 1 & 2 do not result in a satisfactory resolution, the grievant may submit a formal, written complaint supported by **information** and **evidence** using the attached Grievance Form
4. The grievant provides evidence that he/she tried to resolve the conflict with the staff member and the staff member's line manager.
5. The grievant submits the grievance **within fifteen days** of the incident. Any delay in reporting the incident impairs the ability of the committee to investigate and respond effectively to the issue at hand.
6. The grievant should be aware that all parties involved in the issue are informed and given the right to respond.
7. If a grievant sends an anonymous complaint, refuses to communicate with the other party, or refuses to provide the grievance committee with requested information, the committee disregards the complaint.

## **Committee Guidelines & Requirements**

1. The school creates an email account for the grievance committee.
2. All grievances must be submitted via email.
3. Anonymous grievances will be disregarded.
4. When an issue is submitted, the committee meets the grievant first, and then investigates, which includes interviewing witnesses, and obtaining and reviewing relevant documents to ensure an effective impartial investigation.
5. All the grievance information obtained during the investigation remains confidential, except information released for the sake of investigation.
6. The investigation, deliberation, and decision of the committee are strictly confidential. Any leaks invalidate the investigation and may lead to dissolving the committee.
7. Committee decisions are reported only to the grievant in writing within 20 days of submitting the grievance.
8. The committee meets with the presence of a minimum of four members.
9. The committee chair has the right to cast the vote of an absent member.
10. If the chair is absent, he/she delegates authority and vote-casting to a committee member
11. If the votes result in a tie, the committee chair casts the deciding vote.
12. Whether the decision is reached by consensus or vote, all committee members should support the decision, and not undermine or "second-guess" the final decision.
13. The committee keeps meeting minutes and any other records that lead to decisions.
14. The committee's resolutions are final. However, decisions can be appealed through legal channels, the Ministry of Education, or through the board of Kingdom Holding.
15. No reprisals of any kind are taken by the board or by an employee of the school against the grievant, other students, or employees because of their participation in a grievance investigation.

# APPENDIX

**General Information**

<b>Date</b>		
<b>Grievant Name</b>		
<b>If student, grade level</b>		
<b>Children Attending KS</b>	<b>Name</b>	<b>Grade Level</b>
	1.	
	2.	
	3.	
	4.	
<b>Email Address</b>		
<b>Phone Number</b>		

**GRIEVANCE INFORMATION**

Did you address your concern with the staff member?	<input type="checkbox"/> Yes / Date:	<input type="checkbox"/> No
Did you address your concern with the staff member's line manager?	<input type="checkbox"/> Yes / Date:	<input type="checkbox"/> No
Did you address your concern with someone else?	<input type="checkbox"/> Yes / Date:	<input type="checkbox"/> No
If yes, please specify with whom you addressed your concern.		
Specifics:		

**GRIEVANCE SUMMARY**

Please summarize your grievance and attach any supporting documents (scanned and sent as an attachment to email).

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<b>Printed Name</b>	
<b>Signature</b>	
<b>Date</b>	