SCHOLARS
INDIAN SCHOOL

GRIEVANCE POLICY

Introduction and Values

The Scholars Indian Private 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 School Principal. **Principal and Vice Principal are ex officio members** of the committee.

Grievance Committee members

1. School Administrator and Finance Manager
2. Discipline coordinator for male
3. Discipline coordinator for female
4. School Counsellor
5. PTC member-male
6. PTC member-female
7. Student representative-boy
8. Student representative-girl

The role of this committee should include but is not limited to the following:

- Develop and annually review the School Bullying Prevention Plan
- Identify and implement bullying prevention and intervention programs that address the needs of the school
- Identify relationship building and community building programs relevant to the needs of the school
- Assist with training and awareness raising strategies for staff, students and parents/ guardians
- Communicate bullying prevention and intervention strategies and reporting procedures to the school community

The main objective of the above grievance committee is to solve the issues other than academic, online safety and other confidential matters.

The School Leadership Team will be responsible to solve the academic grievances and grievances related to faculty members.

School Leadership Team

1. School Chairman
2. Principal.
3. Vice Principal
4. School Administrator and finance manager.

5. Supervisors.
6. Team Leaders

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.

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 – The grievances are to be reported as early as possible. Late submission of grievance may subside the relevance of the complaint. So, the school does not encourage late submission of complaint. 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 grievance committee 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 aneffective process.

Forms – School principal has developed a grievance form to facilitate and document the various steps of the grievance process.

Parent Grievance Procedures.

The school authorities recognize 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 formal grievance procedures to the grievant. 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.

A parent may, by written request, seek a formal conference with the relevant authority (Principal, Vice Principal) 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 authority adequately understand the nature of the grievance. The grievance can be academic, behavioral, online safety, cyber bullying disciplinary, administrative and transport. According to the nature of the grievance the concerned authority will be involved to address the grievance.

The Principal with the support of relevant authority will review the grievance and conduct an investigation as necessary. After the investigation the principal with help of relevant authority finds a solution to the grievance.

The principal shall issue a written response to the grievant and the authorities involved in the process. The rationale behind the decision will be explained to the concerned authority.

Decisions of the Principal will be final.

Procedure of dealing academic grievance

The school leadership team is responsible to solve any sort of grievance related to the academic. It can be about teaching and learning and assessment.

As per the jurisdiction principal designates the concerned SLT members to analyze the grievance and suggest solutions. In the final stage he evaluates the progress and take final decision. The final decision and rationale behind it will be explained to all members of SLT.

Grievance related to online safety and security

In order to address the grievances regarding the accessibility and use of ICT resources and services the school has developed a cyber grievance policy. The members of **online safety committee** are sole responsible to resolve the problem.

Members of the online safety committee.

Online Safety Officer: Hameed Ali Yahya K M (Principal)

Mobile No.: 00971-56-2915459

ONLINE SAFETY GROUP

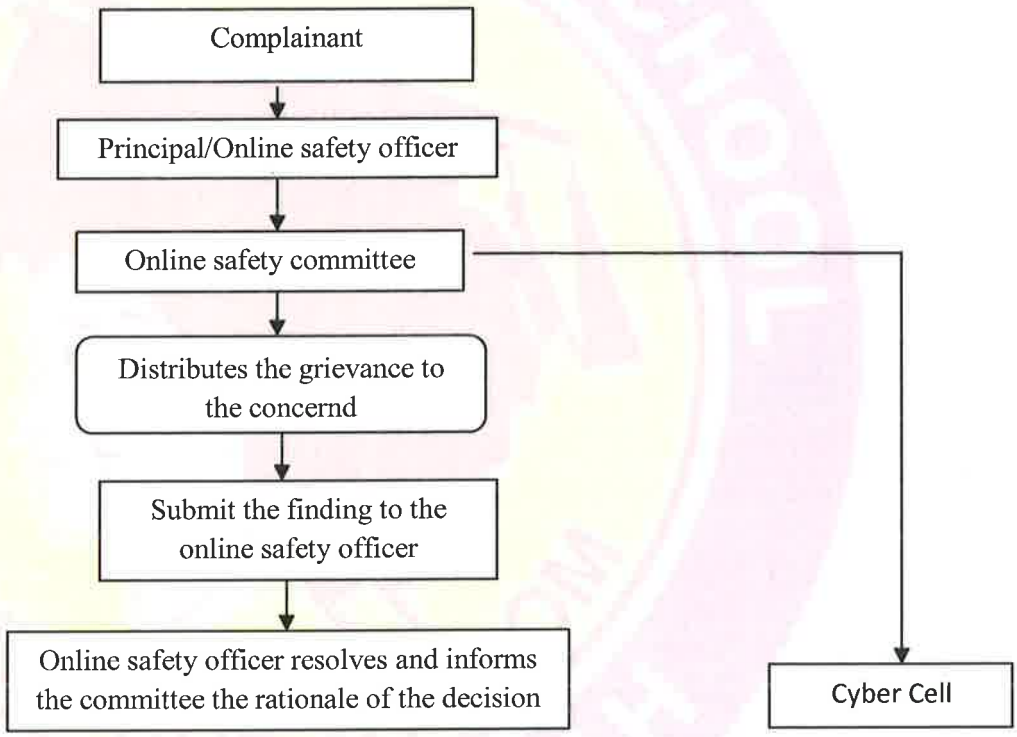
1. Mr. Habib Ur Rahman (Chairman)
2. Mr. Hameed Ali Yahya K M (Principal)
3. Mrs. Syamala Prasad (Administrator)
4. Ms. Preetha M (Vice principal)
5. Mr. Prasad (Senior Supervisor)
6. Mrs. Bitty Devasia (School Counsellor)
7. Mrs. Prabhjot Kaur (Health & Wellness Coordinator)
8. Mrs. Jeena (Team leader grade 1-4)
9. Mr. Shemeer (IT Coordinator)
10. Mrs. Sameeha (HoD of Computer Department)
11. PTC president
12. PTC secretary
13. Student Representative 1
14. Student Representative 2
15. Student Representative 3
16. Mr. Shihas (Community Advisor)
17. Mr. Avinash (Community Advisor)

Grievances are expected to be happened on the following areas.

1. Delivery of username and password.
2. Difficulty in login in to school website or learning platform.
3. Difficulty in downloading learning materials.
4. Difficulty in joining meeting on time.

5. Non-visibility of join button.
6. Difficulty in maintaining Audio Visual performance in learning platform.
7. Issues regarding cybercrimes.

If a parent/ student/teacher face any of the above-mentioned problems or other, he /she can inform that to the school principal who the online safety leader of the school is. Once a complaint regarding online safety and security or technical issues is received, the online safety officer will direct the complaint to the online safety group. Online safety group will redistribute it as per the nature of the complaint and inform the same to the online safety officer. The principal/online safety officer will involve in all the procedure of solving online issues and help to resolve the issue by upholding his/her values and ethics and school policy. If the issue is extremely sensible and against the UAE rules and regulations the online safety officer can call the meeting of online safety committee and can inform the concern to the cyber cell. The grievant can communicate his /her problems over phone or through WhatsApp or e-mail and must submit grievance form to the school office. The complaint will be addressed and solved within 15 working days.



Refer:
Online safety policy.

GRIEVANCE FORM (STUDENT, TEACHER AND PARENT)

To file a formal grievance, you are requested fill out the given grievance form completely and submit it in person or email to the school office.

Name of the Student: _____ Grade: _____ Div: _____

Name of the Teacher: _____

Name of the Parent: _____ Mob.No._____

Email: _____

Name of Class Teacher: _____

Type of Grievance: (Please select)

Behavioural: ☐ Discipline: ☐ Academic: ☐ Cyber: ☐

Date of the incident: _____

Please write the details of the incident:

Signature of the grievant:

Please note:

Incomplete grievance form will not be accepted, but can be resubmitted with approprate information. You can attach any document/evidence to support your grievance.

Office use:

Details of the remedial action taken:

Adopted: June, 2019 **Reviewed and updated: April, 2025**

Hameed Ali Yahya K M
Principal