

Bright Learners Private School

GRIEVANCE POLICY AND PROCEDURE

Grievance Form in Appendix

It is the policy of Bright Learners Private School that all employees, students, parents, and visitors have the right to voice their complaints, grievances, or concerns about matters pertaining to our school.

BLPS recognizes the meaningful value and importance of full discussion in resolving misunderstandings and in preserving good relations between management and employees. Accordingly, the following grievance procedure should be employed to ensure that complaints receive full consideration.

1. What May Be Grieved

Bright Learners Private School's grievance process should be used as follows: (1) to deal with complaints and concerns pertaining to educational environment, employment arrangements, or interpersonal conflicts; and (2) to resolve complaints of discrimination and harassment based upon race, color, religion, marital status, sex, national origin, age, disability, genetic information, or otherwise.

2. Who May Grieve

The procedures set forth below may be used by grievants who are employees, students, parents, or visitors.

3. Informal Grievance

Because most difficulties can be resolved by communicating a concern to someone, grievants are encouraged to discuss their concern or harassment complaint promptly and candidly with their immediate supervisor, the school well-being officer, or school administration.

The grievant is not required to discuss his or her complaint with the alleged harasser or perpetrator in any manner or for any reason prior to initiating a formal grievance.

5. Formal Grievance

Within sixty (60) days of encountering the harassment, discrimination, or complaint that is the subject of the grievance, a grievant shall file a written notice with the school principal. Grievants may use the Grievance Form (see appendix), that is also available on the school drive or school website. The written notice shall identify the nature of the complaint and the date(s) of the occurrence; in addition, the notice must be signed and dated by the person filing the grievance. In the event a grievance is being filed by the legal guardian or parent of a student, the student and the legal guardian and/or parent shall sign and date the grievance. For parents grievants it will be directed to the Parent Liaison. The Parent Liaison will notify the Principal and immediately initiate an adequate, reliable, impartial investigation of the grievance.

Each formal complaint will be investigated, and depending on the facts involved in each situation, will be decided after receiving information from the appropriate individuals. Each investigation will include interviewing witnesses, obtaining documentation, and allowing parties to present evidence.

Within thirty (30) business days of receiving the written notice, the Principal shall respond in writing to the grievant (the "Response"). The Response shall summarize the course of the investigation, determine the validity of the grievance, and recommend the appropriate resolution.

If, as a result of the investigation, a valid grievance or harassment is established, appropriate corrective and remedial action will be taken.

6. Appeals

If the grievant is not satisfied with the Response, the grievant may appeal in writing to the Board within thirty (30) days of the date of the Response summarizing the outcome of the investigation. The written appeal must contain all written documentation from the initial grievance and the grievant's reasons for not accepting the Response.

Within twenty (20) days from receiving the written appeal, the Board (or designee) will respond in writing to the appellant as to the action to be taken and the reasons for the decision.

7. Prohibition Against Retaliation

BLPS pledges that it will not retaliate against any person who files a complaint in accordance with this policy, or any person who participates in proceedings related to this policy.

In addition, BLPS will not tolerate any form of retaliation against any person who makes a good faith report or complaint about perceived acts of harassment, discrimination, or a concern, or

who cooperates in an investigation of harassment, discrimination, or a concern. Any person who is found to be engaging in any kind of retaliation will be subject to appropriate disciplinary action.

8. Modification

BLPS may approve modification of the foregoing procedures in a particular case if the modification (a) is for good cause, and (b) does not violate due process rights or policies of Imagine.

APPENDIX

Grievance Form

Full Name:

Title/Position:

Department:

Date:

Contact Number:

Email Address:

1. Nature of Grievance:

Please select the category of your grievance:

- Workplace Harassment
- Discrimination
- Salary/Compensation Issues
- Work Environment
- Violation of School Policies
- Performance Evaluations
- Workload Issues
- Other: _____

2. Description of Grievance:

Please provide a detailed description of the issue, including dates, times, and persons involved (Attach additional pages if needed).



Date of Incident(s):

Location:

Details of Grievance:

3. Have you discussed this grievance with your supervisor or school leadership?

Yes

No

If yes, with whom and when?

Outcome of the discussion:

4. What outcome or resolution are you seeking?

5. Additional Information:

Do you have any supporting documentation or evidence? (If yes, please attach.)

Yes

No

Grievant Signature:



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Brightlearners.ae

For Employees, write your position

Date:

For Official Use Only:

Grievance Received by

Date Received:

Actions Taken:

Resolution:

Signed (Administrator):
