

BEHAVIOUR MANAGEMENT POLICY

2022-2023



المدرسة الهندية العالمية الخاصة
INTERNATIONAL INDIAN SCHOOL

Creation date: **September 2018**

Last amendment date: **March 2022**

Next review date: **September 2022**

Prepared by School Council Members

BEHAVIOUR MANAGEMENT POLICY

Academic Year 2022-23

STUDENT BEHAVIOUR MANAGEMENT COMMITTEE(SBMC) MEMBERS 2022-2023

	PERSON IN-CHARGE	DESIGNATION
Chair of the Committee	Ms.Qurat Ul Ain	Principal
Assistant Chair of the Committee	Mr. Aboobacker Siddik	HOD Chemistry
Reporting Members	Ms.Sruthi K V Mr Shamjith K Ms Mary Samna I S Ms Caroline Kalpana	School Psychologist & SOD Coordinator School Counsellor Social worker Special Educator
Head of the Student Affair	Mr Jayakrishnan Ms Hilda Mary Ms Regha Sukumar Ms Jagrita Mazumdar	Boys section Section Head Girls section Section Head Primar 2 Section Head Primary 1 Section Head
Safety Officer	Mr. Naisam Yousaf	PE Faculty
Teacher Representatives	Ms. Gayathri Ms. Preeshy Fernadez Ms. JeenaRani Najeem Mr Nasarudheen	Primary 2 Faculty Primary 1 Faculty Girls Section Faculty Boys Section Faculty
Student Council Representatives	Miss. Ferbin Firoz Master. Abel Benny	
Parent Council Representatives	Ms. Remya Baiju	

SCHEDULE FOR DEVELOPMENT / MONITORING / REVIEW

Behaviour Management Policy was approved by the Governing body of the school on	2018
The Implementation of this policy will be monitored by the	Student behavioural Management committee
Monitoring will take place at regular intervals	Term Wise
Review of the policy	Term wise
Next anticipated Review date	September 2022

Our Vision

The school envisages learning as a communitarian process of imbibing education from the natural , academic, social and technological ecosystems created around the institution of school.

Our Mission

We drive to provide a new model of education for the expatriate children in the UAE in a culturally inclusive, technologically effective and ecologically sensitive way in a cosmopolitan environment.

Core Values

Inclusivism

Justice

Dignity

Transparency

Accessibility

Pursuit of Excellence

INTRODUCTION

The Ministry of Education, after reviewing the Ministerial Resolution No.619 of 2017, in respect of the regulation of the students' behaviour management at the General Education Institutions and with due consideration to the requirements of the public interest, has issued Ministerial Resolution No.851 of Year 2018 on Code of Behaviour Management for Students in the General Education Institutions. The behavioral offences are mentioned according to their degree, as mentioned in the MOE Code of Conduct 2018 and are coupled with behavioural offences specific to distance learning, in order to achieve the ease and flexibility of access to the detailed procedures mentioned in the Student Behaviour Management Policy of 2018. The school behaviour management committee complies with this policy of MOE.

OBJECTIVES

In particular, this policy seeks to achieve the following objectives:

1. Building positive behaviour among the students inside the school community.
2. To create an appropriate educational environment for the success and enhancement of the Distance Learning Initiative based on the integration and continuity of education in facing crises and natural disasters.
3. To apply the principle and culture of reinforcement, encouragement and permanent care to the student community to reduce behavioural offences during online learning with the best possible educational means.
4. To provide a controlled reference that defines the rules, standards and procedures to be invoked to deal with students' behaviour in a way that ensures compliance with school values and systems through changing and emerging conditions.
5. Enhancing the positive and exemplary behaviour and having them repeated on a regular and persistent basis, through the application of promotion, encouragement and care principles at all times, and reducing the behavioural offenses by using the best possible educational means.
6. Identifying the lines of responsibility in order to achieve integration among the roles inside the school community, through activating, applying and determining the procedures, to ensure the enforcement of the regulation of students' behaviour management in a clear, flexible and fair manner.
7. Creation of an educational environment that is proper to enhance the principle of integrated upbringing, which is based on the parity and harmony between the cognitive,

personal and social aspects forming the features of each student.

8. Application of the principles and culture of the promotion, encouragement and permanent care within the educational community, in order to decrease the behavioural offenses inside and outside the school, by using the best possible educational methods.
9. Orienting the students and their guardians on their obligations and earning their trust in respect of the fairness of the adopted procedures and methods, in order to achieve self-discipline and development of the positive and exemplary behavioural attitudes of the students inside the school community on a permanent basis.
10. Provision of a reference for identifying the rules, standards and procedures that should be referred to in dealing with the students' behaviour, in order to ensure the compliance with the school values and systems.
11. Ensuring that the preventive and handling mechanisms of behavioural problems and offenses are effectively planned and implemented.
12. Behavioural and educational rehabilitation of students through rehabilitation services and programs in partnership with the behaviour reforming agencies, in consistency with their behavioural cases to ensure that they are reintegrated within the society.

SCOPE OF POLICY

The articles hereof shall apply to all students from Grade 1 to Grade 12

- In school (online and onsite- distance learning)
- Travelling to and from school
- On all school based visits and activities
- When representing or commenting on the school in any capacity.

Students, staff and parents are expected to work together to achieve the highest standards of behaviour within and beyond the school, in accordance with this policy document.

BEHAVIOUR SCORE

1. Behaviour subject shall be considered as one of the basic subjects that reflect the learning outputs and the student's attainment in the moral terms and shall be dealt with the same as other subjects in terms of passing and failure.
2. One hundred marks shall be allocated to the student behaviour. This policy shows the basis and mechanism of granting and deduction of behavior marks, where it is divided into two basic components: Positive and Exemplary.

Total Behaviour Score is a set of estimates that monitor the students' overall positive and exemplary behaviour. It is expressed in a numerical value of(100) marks at the end of the school year.

Positive Behaviour	Exemplary behaviour	Total Score
80	20	100

3. 60% shall be the minimum expected mark of behaviour. The student shall be granted opportunities to make up for the marks deducted during the school year from his/her semester behaviour mark balance, through the improvement of the exemplary behaviour marks or by not repeating the offense and his/her adherence to the positive behaviour.

PROMOTION OF BEHAVIOUR

The students' positive and exemplary behaviour shall be promoted in consistency with their age groups, school grades and their mental and physical capabilities by using various methods. The following controls shall be considered when the procedures of positive and exemplary behaviour promotion are applied:

1. Promotion shall focus on the students' behaviour.
2. Promotion shall be done on immediate basis, through applauding the exemplary behaviour and developing the positive behaviour.
3. Equal opportunities shall be provided for all students.
4. Promotion shall be commensurate, in type and degree terms, with behaviour to be promoted.

5. Methods of promotion include moral, material and educational means.

6. The student's guardian shall be informed of his son's / daughter's behaviour through periodic reports and meetings.

The methods and strategies adopted by the school shall be discussed in order to promote the student's behaviour. Emphasis shall be made on the need for cooperation between the student's guardian and the school, to establish the culture of the student admitting the mistakes and apologising.

FIRST DEGREE OFFENCES (SIMPLE OFFENSES)

4 MARKS SHALL BE DEDUCTED FOR EACH OFFENSE

Offense No.	Description
1.1	Being repeatedly late to the morning parade or failing to participate therein without an acceptable excuse
1.2	Failing to attend the classes on time repeatedly without an acceptable excuse.
1.3	Non-Compliance with the school uniform or the school sports uniform without an acceptable excuse.
1.4	Overgrown hair for boys or bizarre haircuts for boys and girls.
1.5	Not bringing the books and school kits without an acceptable excuse.
1.6	Non-compliance with the positive behaviour rules inside and outside the classroom, such as: keeping calm and disciplined during the class time and making inappropriate sounds inside or outside the classroom.
1.7	Sleeping during the class time or formal school activities with no justification (after making sure of the student health status).
1.8	Eating during the class times or during the morning parade without justification or permission (after making sure of the student health status).
1.9	Non-compliance with presenting homework and assignments given to him/her in a timely manner.

1.10	Misuse of the electronic devices such as tablets etc., during the class, including playing games and using headphones inside the classroom.
1.11	All of what is similar to these offenses as per the discretion of the Behaviour Management Committee.

ONLINE LEARNING- MINOR BEHAVIOURAL OFFENSES

Description
❖ A delay of 10 minutes or more from the beginning of a distance learning class when broadcasting live without an acceptable excuse.
❖ Wearing clothes that violate public decency and morals while attending the period when broadcasting the distance learning period live.
❖ Private conversation or discourse that are not related to study and hinder the course of the lesson during the live broadcasting of the distance learning period.
❖ Ridiculing the teacher or a colleague during the distance learning period.
❖ Eating while attending a distance learning period.
❖ Adding any unauthorized program, including programs that are shared and free programs.
❖ Using the microphone feature, camera or chat without prior permission from the teacher.
❖ Playing games(except with the express permission of the teacher because it is an educational necessity linked to the lesson).
❖ Misusing rights and tools available through Microsoft Teams.

Mechanism of dealing with First Degree Offenses

Repetitiveness	Deducted Mark	Action
Upon Committing	None	<ul style="list-style-type: none">● Teacher shall give verbal warning and directions.● Documenting the offense and the action taken in coordination with the administrator in charge (academic advisor, counsellor, social worker, head of students' affairs unit, Vice principal or School Principal).
First Repetition	None	<ul style="list-style-type: none">● The head of the students' affair unit shall issue a written warning and document the offense.● Counselor/Socialworker shall inform the parent/guardian in writing.
Second Repetition	2 marks	<ul style="list-style-type: none">● Referring the student to the social worker/counselor.● The social worker shall summon the student's guardian.● Signing an undertaking not to repeat the offense again by the student's guardian and informing them of the marks deducted.
Third Repetition	4 marks	<ul style="list-style-type: none">● Social workers shall summon the guardian on the day next to the offense date.● The head of students' affairs unit shall issue a written warning for the student and his/her guardian in case no response is made.

SECOND DEGREE OFFENSES (MEDIUM SEVERITY OFFENSES)

8 MARKS SHALL BE DEDUCTED FOR EACH OFFENSE

Offense No.	Description
2.1	Not attending the school without an acceptable excuse at any time, including before and after the holidays and ends of weeks and before exams.
2.2	Getting in or out of the classroom during the class time without permission.
2.3	Not attending the school activities and events without an acceptable excuse.
2.4	Inciting, quarrel, threatening or intimidating peers in the school.
2.5	Acting in a manner contradicting with the public morals or the public order at the school and with the values and traditions of the society, such as intimidating the opposite sex on terms of clothes, appearance, haircuts and use of makeup.
2.6	Writing on the school furniture or school bus seats. Tampering with the alarm bell or the lift.
2.7	Bringing mobile phones or misuse any means of communication.
2.8	Verbally abusing or insulting students, staff, or visitors of the school.
2.9	Smoking or possessing the relevant kits inside the school campus.
2.10	Refusing to respond to the instruction of inspection or to hand over the banned materials
2.11	All of what is similar to these offenses as per the discretion of the Behaviour Management Committee.

ONLINE LEARNING- MEDIUM SEVERITY BEHAVIOURAL OFFENSES

Description

- ❖ Absence from a single school day (via distance learning) without an acceptable excuse.
- ❖ Inciting students not to attend periods, threatening or intimidating them, and not attending periods in distance learning platforms.
- ❖ Creating quarrels between students, whether visual or written, by broadcasting via synchronous and asynchronous distance learning platforms.
- ❖ Not responding to the rules governing the lessons.
- ❖ Misusing school computers during or after the completion of distance education periods.
- ❖ Engaging in audio and video communication with the rest of the students for non-educational purposes after the end of the official period time, be it on or off school premises.
- ❖ Using e-mail or social media to reveal information of a personal nature.
- ❖ Removing the teacher or students from the group that leads to blocking the course of the lesson, teacher's work and other students' rights.
- ❖ Using profanity, racial slurs, or other language (text, sound, or hint) that may be offensive to any other user.
- ❖ Abusing or insulting official visitors during periods during the live broadcast
- ❖ Smoking while attending the distance learning period or possessing any smoking paraphernalia while attending the period.

Mechanism of dealing with second degree offences

Repetitiveness	Deducted Marks	Actions
Upon committing	4 marks	<ul style="list-style-type: none">● Issuing the first written warning and instructing the student to sign an undertaking not to repeat the offence, as per the FormNo.9 by the head of students affair unit.● The social worker shall study the case file of the student.● The head of students' affair shall summon the student's guardian on the day next to the offense date and ask them to sign an agreement for reforming his son's/daughter's behaviour.● Monitor the student's behavior and provide guidance sessions for him/her.
First repetition	8 marks	<ul style="list-style-type: none">● SBMC shall meet upon the instructions of the committee administrator and decisions shall be implemented on the day next to the offence date.● The committee shall have the student temporarily suspended for a maximum of two days and assign him/her with study assignments inside the school.● Issuing the second warning to the student and his/her guardian.● Implementing a set of strategies for reforming the student's behaviour.
Second repetition	8 marks	<ul style="list-style-type: none">● SBMC shall meet immediately and take the proper decision.● Suspending the student for 1-3 days and assigning him/her with a study assignment inside the school.● Requesting the support of an agency concerned with behaviour for studying the case file.● Issuing the final warning for the student and his/her guardian.● Transferring the student to another school as a disciplinary action; if he/she does not reform his/her behaviour and putting him/her under continuous observation.

THIRD DEGREE OFFENSES (GRIEVOUS OFFENCES)

12 MARKS SHALL BE DEDUCTED FOR EACH OFFENSE

Offense No.	Description
3.1	Various types and forms of bullying.
3.2	Copying or reproducing the assignments, reports, researches or projects and taking credit for them.
3.3	Getting out of the school without permission or absconding during the school day.
3.4	Attempting to defame peers and the school staff via social media or abusing them.
3.5	Impersonating others' personalities in the school. During transactions, I forged the school documents.
3.6	Destroying or seizing the school furniture, tools and vandalism.
3.7	Tampering with or destroying the school buses. Causing harm to the driver, supervisor or the other road users.
3.8	Assaulting others in the school, without causing any injuries to the victim (corporal abuse).
3.9	Driving a private car recklessly inside or around the school campus and not following the security and safety instructions.
3.10	Capturing, possessing, publishing or disseminating photos of the school staff and / or students without their permission.
3.11	All of what is similar to these offences as per the discretion of the Behaviour Management Committee.

ONLINE LEARNING- SERIOUS BEHAVIOURAL OFFENCES

Description

- ❖ Using the initiative's communication and information technology to insult, curse, threaten with violence, slander, or blackmail in a deliberate and repeated manner via any digital platform.
- ❖ Participating in unofficial mailing lists bulletins within the distance education initiative and posting information about teachers and students without permission.
- ❖ Posting about the initiative through social media.
- ❖ Divulging other students' personal information, including home addresses and phone numbers.
- ❖ Searching for information, obtaining specific copies, or modifying files and other data or passwords belonging to other users on the network.
- ❖ Entering and using the account of another teacher or student with or without his/her knowledge and /or consent.
- ❖ Destroying, modifying or misusing devices or software in any way.
- ❖ Tampering, removing, requesting the removal of, or intentionally causing damage to any devices, software and hardware.
- ❖ Installing or downloading softwares or products that might harm the device or the network.
- ❖ Using any camera (available as part of or as an add-on to certain devices) for personal use, and /or sharing photos or any information about any of the students, parents, employees or any other person without their explicit consent.
- ❖ Using educational content to photograph and record conversations between students, and posting them without prior permission.

Mechanism of dealing with Third Degree Offences

Repetitiveness	Deducted Marks	Action
Once Committed	12 marks	<ul style="list-style-type: none">● Suspending the student immediately (inside the school campus).● SBMC shall meet on an immediate basis to take the proper decisions.● Decision to refer the student to the concerned agencies (such as behaviour reform agencies), for the first time, for a period not more than 3 weeks.● The social worker shall summon the student's guardian immediately and ask them to sign on the warning and the decision.● The social worker shall follow up and receive the reports of the student's case development by the concerned agencies(such as behaviour reform agencies).
When repeated	12 marks	<ul style="list-style-type: none">● Suspending the student immediately until the investigations end (outside the school campus).● SBMC shall meet on an immediate basis to make the proper decisions, in respect of the student suspension until the end of the semester and transferring him/her to behavior agencies.● The social worker shall summon the student's guardian immediately and present the committee's decision to them.● The Social worker shall refer the student to the concerned agencies(such as behaviour reform agencies for the second and last time.● If the student fails to reform his/her behaviour; then he/she shall be transferred to another school as a disciplinary action under a decision by the assistant undersecretary of school operations for the public schools, or by the assistant undersecretary for Control for the private schools.

FOURTH DEGREE OFFENSES (HIGHLY GRIEVOUS OFFENSES)
FAILURE IN THE SUBJECT/20 MARKS SHALL BE DEDUCTED FOR
EACH OFFENSE

Offence No.	Description
4.1	Using the communication means or social media for unlawful or immoral purposes, or in a manner discrediting the educational institution and its staff or others.
4.2	Possessing or using arms or blade weapons, or their equivalent inside the school.
4.3	Committing sexual assault inside the school, the bus or during activities.
4.4	Assaulting others in the school causing injuries to the victim (corporal abuse).
4.5	Systematic (Pre-planned) or covering up theft.
4.6	Bringing, possessing, presenting or promoting information or electronic materials that are unauthorized and inconsistent with the values, morals, public order and public decency.
4.7	Sexual harassment inside the school, the bus or during activities.
4.8	Leaking questions of the exams or engaging therein, in any way.
4.9	Setting the school campus on fire
4.10	Abusing political , religious or social figures of the UAE.
4.11	Possessing, bringing, promoting or using narcotics, medical drugs, or psychotropic substances inside the school or the school bus, or being under the influence of narcotics, non prescribed medical drugs or the psychotropic substances
4.12	Disseminating or promoting ideas or beliefs on extremism, blasphemy or atheism, or the ones harming the political and social regulations of the society.

4.13	Disdaining the divinely revealed religious or stirring sectarian strife in the school.
4.14	All of what is similar to these offences, which are considered as legally punishable offences, as per the discretion of the Behaviour Management Committee.

ONLINE LEARNING- VERY SERIOUS BEHAVIOURAL OFFENCES

Description
➤ Creating or opening hyperlinks or any associated files unless they are sent from a trusted source.
➤ Using montage software that can produce unreal and fake content and circulating it on social media.
➤ Using the network to develop programs that harass users or to penetrate or destroy other people's accounts and devices.
➤ Establishing networks or network connections to make live communications including audio or video (relay chat) without prior formal permission.
➤ Publishing, creating, exchanging or promoting malicious or suspicious software.
➤ Inundating email accounts or applications used for distance education with high electronic data flow, stopping them working, disabling them or destroying their contents.
➤ Intentionally capturing or intercepting any communication without authorization through the information network used for distance education.

Mechanism of dealing with Fourth degree offence

Repetitiveness	Deducted Marks	Action
Upon Committing	Failing in the behaviour subject or expelling the student	<ul style="list-style-type: none">● The school principal, his/her deputy or the behaviour officer shall notify the Legal Affairs Department of the Ministry and the concerned agencies, once the offence is committed.● Notifying the student's guardian of the matter and suspending the student on an immediate basis until the investigations end for a period not later than 2 business days. Suspension period may be extended until the end of the legal investigation under a decision by the undersecretary of academic affairs for the public (general) education.● The SBMC shall meet on immediate basis to refer the matter, through the submission of an explanatory memorandum together with the evidence on the offense committed, to the undersecretary of academic affairs for the general education or the person he nominates, who shall make a decision to refer that case to the concerned agency in coordination with the legal affairs department.● Seizing the tools used in committing the offense once it occurred, in order to hand them over to the security authorities.

Notes: Any breach of these rules (third and fourth-degree online offences) may lead to procedures ranging from withdrawing the user's right to log-in or monitoring the use of the service or terminating his/her use of the service or both with retroactive effect. In some cases, it may lead to facing criminal charges, and there will be disciplinary procedures in case of breaching these conditions and rules.

EXEMPLARY BEHAVIOUR

Exemplary behaviour of learners falls under three main domains with their standards. These are measured through a number of indicators according to which the student is evaluated and given the appropriate grades as shown in the following table:

Sl.no.	Indicators
1	Committed to school systems and policies within the classroom and the school, and during the external activities of the school on a permanent and continuous basis.
2	Respects the feelings of peers, takes care of their needs, and continuously offers to help them.
3	Encourages others to cooperate and collaborate, proposes solutions to involve others and invites them for teamwork on an ongoing basis.
4	Takes care of his/her own attire and his/her personal hygiene on an ongoing basis without needing a reminder.
5	Demonstrates a clear awareness of the importance of healthy eating in his/her choices, practices sports continuously in the school, seeks to lead food awareness campaigns, and initiates innovative ideas to support healthy lifestyles.
6	Attendance is at least 98% and the student is always punctual to school and lessons.
7	Is honest and has good character which can be testified by his/her colleagues, teachers and staff.
8	Demonstrates moderation and tolerance and reflects these in his/her behaviour through attitudes and activities that demonstrate his/her ability to understand others, listens to them and to understand their positions
9	Participates in a range of cultural activities leading to the promotion of values of belonging and national identity.

10	Initiates extracurricular activities and projects to learn about other cultures and compares them to his/her national culture.
11	Represents the school in social events throughout the school year.
12	Participates in the student council activities, teams, volunteer work or other school initiatives which have a positive impact on the school community as a whole.
13	Participates in meaningful community activities during vacations.
14	Is independent and can lead initiatives and projects of important social benefits.
15	Proposes innovative/ creative solutions for the public good in his/her school community or solves problems
16	Implements ideas and activities individually or collectively to conserve energy and natural resources and to maintain their sustainability inside and outside his/her school environment.

STUDENT OF DETERMINATION

The school behaviour management committee shall liaise with the Counselling/SEN Department at the school if any of the students categorised under the SoD violates the Code of Conduct. The SEN team shall advise the committee in case the violation is caused because of the students' specific need and then decision is made in light of the following:

1. If the violation is not because of the students' specific need, the below levels shall apply, similar to mainstream students;
2. If the the violation is because of the specific need of the student, the following shall apply:
 - a. Develop and implement a behaviour Modification Plan (BMP) as per the level and type of the violation
 - b. In case a BMP is existing, the school shall revise and modify the plan in accordance with managing the new behaviour that led to the violation.
3. If the behaviour continues, for those students who do the offences because of their specific needs, the school shall continue to support and integrate the child. If it has been agreed between the school and family that the former has no capacity to accommodate the needs of the child, the family will have to transfer the child to another school, or liaise with the educational regulatory authority to provide a different educational setting that will be more suitable to the specific need/s.

In the event that a student with special educational needs or of determination commits a behavioural offence during distance learning, the School Behaviour Management Committee and the school support team shall coordinate with each other and with the special education support centre to study the behaviour of the student to determine the relationship between the offence and the disability, and then apply the same measures mentioned in the 2018 Student Behaviour Management Policy.

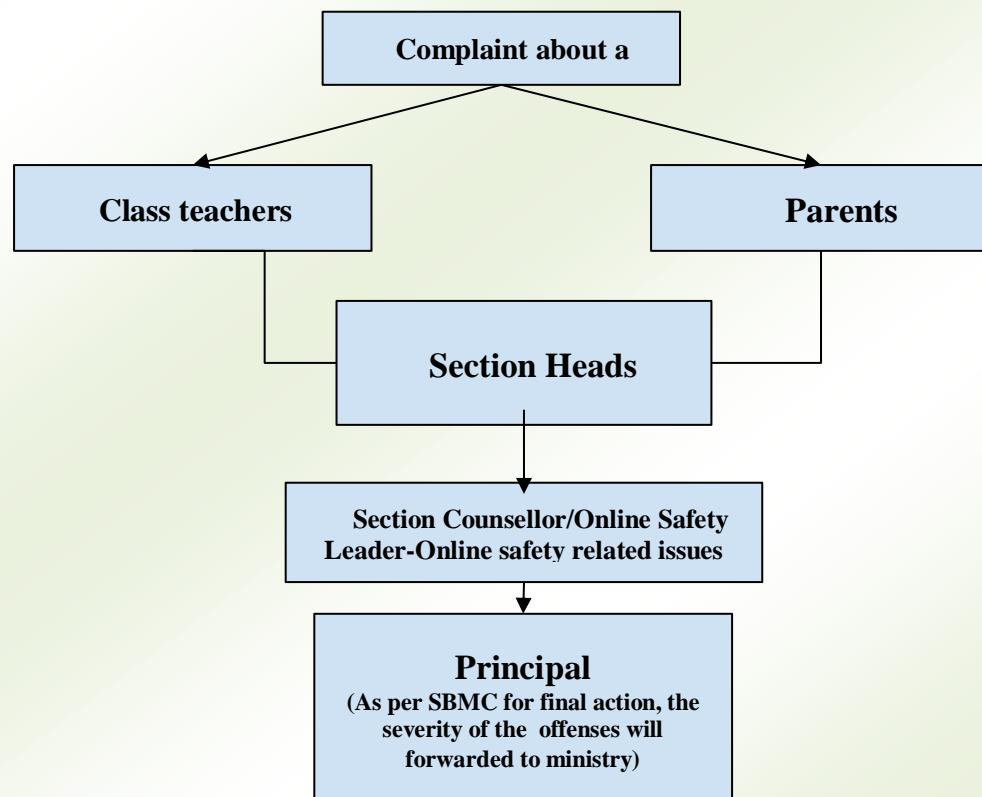
Notes:

- Any devices, machines or things used in the violation, as applicable, will be confiscated, based on the decision of the educational committee and notify and inform the student's guardian in writing. The confiscated items should be handed over to the guardian at the end of the particular term.
- The student or his/her guardian should be obliged to pay the cost of maintenance or replacement of whatever destroyed, damaged or lost which will be estimated in light of

the supporting documents and records, taking into account the factors affecting them.

- The individual case of the undisciplined students (repeating) with the undesirable conduct should be studied by the social worker and school psychologist in accordance with level and frequency of the conduct.
- The decisions related to the conduct rectification will be made in accordance with the following criteria : Student's age, frequency of the violations committed by the student, violation level, the damage resulting from the violation.

Reporting/ escalation procedure



COMMITTEE MANDATES

- Review student behaviour issues within the school community.
- Weekly review of students' behavioural records from class teachers.
- Review current systems, and procedures for managing student behaviour
- Convene regular meetings to address student behaviour issues raised by the school community
- Investigate inappropriate student behaviour that has escalated beyond the classroom teacher's control
- Respond in writing to the school community within 3 school days with recommendations for the management of behavioural issues brought to the committee.
- Maintain written records of meetings and interviews conducted when investigating student behaviour matters referred to the committee.
- Forward the committee' recommendations and decisions to the committee advisor for Student Services for endorsement and approval.

GUIDELINES TO STUDENT BEHAVIOUR MANAGEMENT COMMITTEE

(SBMC)

- When reviewing a disciplinary issue, committee members should:
 - Keep an open mind
 - Carefully consider the documentation that is provided.
 - Allow time for all voices to be heard
 - Listen to each other.
 - Allow for mutual influence
 - Make every effort to reach a group consensus
- Whether the decision is reached by consensus or a vote, all committee members should agree the following:
 - Support the decision of the group
 - Keep the deliberations confidential
 - Do nothing to undermine or “second- guess” the decision once it is finalised.

GRIEVANCE

1. The student or his / her guardian shall be entitled to lodge a grievance or a complaint to the school administration against the Committee's decision.
2. The student's guardian shall send the grievance via email or through telephone or hand delivery to the addressee.
3. The school administration shall determine in respect of this grievance not later than 3 days, through confirming or modifying the decision. The student's guardian shall be notified of the final determination.
4. The student or his / her guardian may not lodge his / her complaint 5 business days after the date on which he / she was notified of the Committee's decision.
5. If the school does not respond to the complaint within 3 days or in case the student's guardian refuses the response made; then he shall be entitled to lodge an objection to the grievance to the school operations sector, which shall be determined within the maximum of 1 week. The school administration shall submit a report on the offence to the school operations sector.
6. The decision to be made by the school operations sector, after having it approved by the undersecretary for the academic affairs of the general education, shall be deemed final.

This policy is linked with all the other policies of the School.

APPROVED BY

PRINCIPAL