



المدرسة الهندية العالمية الخاصة INTERNATIONAL INDIAN SCHOOL

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Grievance Resolution Policy –AY 2026–2027

Ratified	April 2026
Next Review Date	March 2027
Policy Type	School
Reference	School Guidelines
Related Policies	Behaviour Management Policy, HR manual, Child Protection Policy
Review Frequency	Annually
Committee Responsible	School Leadership Team
Chair Signature	 PRINCIPAL Ms. Qurat Ul Ain

School Mission and Vision

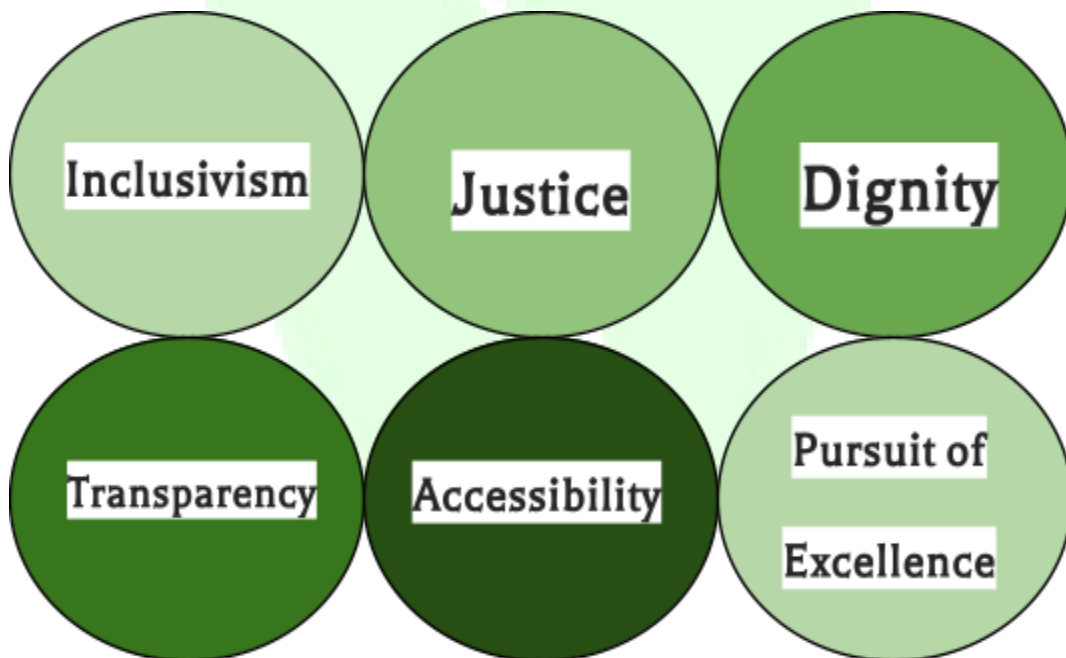
Our Vision

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 strive 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



Purpose

This policy establishes a clear, fair, and transparent mechanism for addressing grievances within the school community, ensuring timely resolution of concerns while maintaining a safe, respectful, and inclusive environment. It applies to all stakeholders, including students, staff, parents, and other members of the school community.

Scope of Grievances

This policy covers all types of grievances, including but not limited to:

- Student–Student
- Student–Staff
- Student–Parent (other students’ parents)
- Staff–Parent
- Parent–Parent
- Staff–Staff
- Any other school-related interpersonal or institutional concerns

Guiding Principles

- Fairness, confidentiality, and neutrality in handling all complaints
- Respectful communication at all levels
- Timely response and resolution
- Zero tolerance for discrimination, harassment, or intimidation
- Focus on restorative and solution-oriented approaches

Grievance Resolution Levels

Level 1: Informal Resolution

- Grievances should first be addressed directly at the source through respectful communication.
- Teachers, class teachers, or immediate supervisors will attempt to resolve minor issues informally.

Level 2: Formal Reporting

- If unresolved, the grievance must be submitted in writing through the designated grievance channel.
- The concern will be reviewed by the relevant Section Head / Line Manager/ Department Head.
- A documented response and action plan will be provided.
- Must inform the details with Principal/Vice Principal

Level 3: School Leadership Intervention

- If the issue remains unresolved, it will be escalated to Senior Leadership / Principal.
- The leadership team will conduct necessary meetings, investigations, and mediation.
- Decisions will be formally communicated to all parties involved.

Level 4: Final Resolution / External Escalation (if applicable)

- In complex or sensitive cases, the matter may be referred to the school management or governing authority for final review.
- External regulatory bodies may be involved if required by law or policy.

Specific Relationship-Based Handling

- **Student–Student:** Managed through class teacher, counsellor, and restorative practices
- **Student–Staff:** Handled through section head and leadership with safeguarding considerations
- **Parent–Parent:** Mediated by school leadership to ensure neutrality
- **Staff–Parent:** Addressed through structured meetings facilitated by section head/leadership
- **Staff–Staff:** Managed through HR/senior leadership intervention
- **Student–Other Parents:** Handled sensitively through counselling and leadership mediation

Safeguarding & Serious Concerns

- Any allegation involving child protection, abuse, or safeguarding risks will be escalated immediately to the student Protection Officer and handled as per safeguarding protocols, without delay.

Confidentiality

All grievances will be treated with strict confidentiality. Information will be shared only with relevant stakeholders involved in the resolution process.

Record Keeping

All formal grievances, actions taken, and outcomes will be documented and maintained securely by the school administration.

Commitment

The school is committed to maintaining a positive and respectful environment where all concerns are addressed constructively and in the best interest of students and the school community.