



# LITTLE FLOWER ENGLISH SCHOOL DUBAI

## GRIEVANCE REDRESSAL POLICY

This policy & procedures are reviewed annually to ensure compliance with current regulations.

| Approved/ Reviewed by |                  |
|-----------------------|------------------|
| Policy Lead           | MS. ANNIE MATHEW |
| Role                  | PRINCIPAL        |
| Date of review        | 18-03-2025       |
| Date of next review   | 18-03-2026       |
| Signature             |                  |



## **GRIEVANCE REDRESSAL POLICY**

At Little Flower English School, we are committed to promoting and supporting the holistic wellbeing of every individual. In the dynamic environment of LFES, the success of a school goes beyond academic achievements; it is deeply rooted in the relationships and behaviors exhibited by its staff. Recognizing the pivotal role that educators play in shaping a positive learning environment, we are committed to resolving conflicts among staff, if any, amicably and at the earliest.

### **AIMS AND EXPECTATIONS:**

It is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well. We are a caring community. LFES values are built on mutual trust and respect for all, in accordance with the LFES core values. The school grievance redressal policy is therefore designed to support the way in which all members of the school can live and work together in a supportive way. It aims to promote an optimum learning environment where everyone feels happy, safe and secure.

The primary aim of the policy is not a system to enforce rules. It is a means of promoting good relationships, so that people can work together with the common purpose of helping everyone to learn.

### **SCOPE:**

This policy applies to all employees of the school.

## **POLICY:**

The policy is constituted on the following grounds:

1. It is to be transparent and fair by nature and in its application.
2. Informal action will be considered, where appropriate, to resolve problems.  
Often an
  - informal meeting between the aggrieved party and their Principal /LFES Representative
  - is the most effective way of resolving minor complaints, and encourages direct
  - Communication between staff.
3. In the case of formal action, the aggrieved party must provide written submission, which provides details of the complaint (Nature, time, place and those involved).
4. LFES management and aggrieved parties are to raise and deal with issues promptly and
  - not unreasonably delay meetings, decisions or confirmation of such decisions.
5. Employees have the right to be accompanied at any meeting concerning a grievance.
6. In cases where group grievances are addressed, a maximum of two observers will be allowed
  - to attend the grievance process in addition to the representatives.
7. Aggrieved parties may appeal against the decision made.
8. No employee will be victimized for invoking this grievance procedure.

## **INFORMAL APPROACH:**

LFES prefers to resolve grievance issues on an informal basis whenever possible; but only when this course is mutually agreeable.

## **FORMAL APPROACH:**

The formal approach requires the aggrieved party to submit the details of their complaint in writing (as per 7a) to LFES address. Arrangements will be made for a hearing – the composition of attendees will be agreed on a case by case basis. LFES will inform the aggrieved party of its decision in writing within 24 hours of the hearing being completed. The aggrieved party has the right to appeal within 5 days and this process should be started by a submission in writing explaining the grounds for this appeal. A further hearing will be convened but managed by a different person with the findings being promulgated within 24 hours of its completion.

## **FORMAL PROCESS:**

The formal process may involve up to four procedures:

### **a. Submission.**

The aggrieved party must provide an appropriate written submission, which gives details of the grievance; these should include:

- (1) The nature of the grievance
- (2) Where the incident(s) has occurred
- (3) Who has been involved
- (4) When the incident(s) happened or has been happening.
- (5) Any actions that have been taken so far by any of the parties concerned

### **b. Hearing.**

LFES's management will arrange for a meeting to take place within 5 days to discuss the grievance. In preparing for such a meeting Principal should consider the following: having an impartial record keeper, making themselves aware of the full facts of the case, how similar grievances may have been resolved in the past, whether an interpreter may be needed. The aggrieved party has the right to be accompanied by a colleague, who may be allowed to address the meeting on the employee's behalf, sum up the employee's case, respond to any views expressed at the meeting and confer with the employee. Once the hearing has finished the principal/representative will take time to consider the case

### **c. Decision.**

In making the decision upon the outcome and LFES's position, the Principal should consult SLT members and Administrator within the school. Regardless the decision should be presented in writing within 24hrs of the hearing. Once it has been made, the Principal is to inform the aggrieved party in writing of the outcome. The latter has the right to appeal if they are dissatisfied.

#### **d. Appeal.**

If the aggrieved party has grounds for dissatisfaction they can appeal but this must be submitted within 5 days explaining their grounds for appealing in writing to LFES management/Chairman. An appeal meeting should be arranged within 5 days and should be run by the Chairman/management rep in presence of the Principal.

#### **RECORDS:**

Records of the following are to be made and kept for 2 years:

- Nature and details of the grievance.
- What was decided and the actions taken.
- The reasons for these actions.
- Whether an appeal was made and its outcome.
- Any other subsequent developments

#### **SUMMARY:**

Grievances are to be handled with sensitivity and respect but without undue delay. The procedures are relatively straightforward and must be followed precisely; the importance of keeping records is emphasized.