



Policy ref. HR 01.

# RAK Academy School Grievance Policy

## Policy Statement

Each stakeholder at RAK Academy (the “School”) has the right to be treated with respect, courtesy and consideration by every other member of the School community. It is the responsibility of each stakeholder to comply with the School’s policies and procedures as the same may be amended from time to time. Each stakeholder has the right to feel valued and to appeal to a higher authority when feeling unfairly treated. However, all grievances must follow the processes and procedures set out in this Policy.

## A. Introduction

All those involved in a grievance have a duty to act honestly and without malice to others. Individuals raising complaints maliciously, frivolously or vexatiously will be subject to disciplinary action at the discretion of the Executive Principal with approval from the RAK Academy Board.

A grievance is a complaint made by a stakeholder about a decision, action, omission or other event involving the School.

This Policy applies to all School stakeholders: employees, parents/guardians and students.

This Policy does not apply in the following cases:

- Where the grievance is reasonably suspected to entail a case of child protection (which should be dealt according to RAK Academy’s Child Protection Policy);
- Where a formal legal process is being followed; and
- Where the grievance has already been heard and escalated through the grievance pathways set out below and there is no new evidence.

If a stakeholder raises a grievance in writing in any of the stages referred to in section B below, the stakeholder should indicate what solution he/she is seeking and should include a full timeline and as much supporting documentation and/or evidence as possible.

The stakeholder has the right to be accompanied by a friend, colleague or professional representative at any meetings called to discuss the grievance. Note that if the Board is requested to consider a grievance, the Board has absolute discretion as to whether it considers the grievance on the basis of the papers or conducts an investigation with in person meetings.

Written records will be kept on iSAMs for a period not exceeding three years. The record will include:

- The nature of the grievance;
- A copy of the written grievance and supporting documentation;
- Minutes of each grievance meeting;
- Action taken; and
- Reasons for action taken.

All records will be treated as confidential.



## **B. Grievance Pathway**

There are four levels of referral in the School grievance pathway, beginning with specific direct line management discussion (where applicable), moving onto Head of School, then Executive Principal and ending with the Board noting that any escalation to the Board should be made after following the below steps and should be sent by email to [grievance@rakacademy.org](mailto:grievance@rakacademy.org). This is a confidential email address which is accessed by the RAK Academy Board of Governors only.

### **Employee Stakeholders**

- 1) Most grievances involving employees will be resolved through verbal discussions. Where grievances exist between an employee and a fellow employee the expectation is that the employee will first discuss verbally his/her grievance with his/her fellow employee before approaching his/her line manager. Employees are expected to approach their line manager with any concerns they have related to their employment and the School and, if following discussion with a fellow employee, resolution with a fellow employee is not reached.
- 2) If, following discussion with the employee's line manager, the employee feels that his/her grievance remains unresolved, the matter should be referred by the employee onwards in writing with all supporting documentation to the Head of School.
- 3) The Head of School will request a meeting with the employee and, at the absolute discretion of the Head of School, the employee's line manager to discuss the employee's grievance within 5 working days of receipt of the written referral under sub-paragraph 2 above. A written decision on the grievance will be delivered by the Head of School within 5 working days of such meeting.
- 4) If, following receipt of the written decision from the Head of School the employee feels that his/her grievance remains unresolved, the matter should be referred by the employee onwards in writing with all supporting documentation to the Executive Principal.
- 5) The Executive Principal will request a meeting with the employee and, at the absolute discretion of the Executive Principal, the employee's line manager and/or Head of School to discuss the employee's grievance within 5 working days of receipt of the written referral under sub-paragraph 4 above. A written decision on the grievance will be delivered by the Executive Principal within 5 working days of such meeting.
- 6) If, following receipt of the written decision from the Executive Principal the employee feels that his/her grievance remains unresolved, the matter should be referred by the employee onwards by email with all supporting documentation to [grievance@rakacademy.org](mailto:grievance@rakacademy.org). Please note that only matters relating to Board escalations after following the procedures specified in this Policy should be sent on this email address..
- 7) The RAK Academy Board will investigate the grievance and respond accordingly with a written decision. The Board's decision is final.
- 8) Note that if the employee's grievance involves the employee's line manager, the Head of School or the Executive Principal then the employee is entitled to bypass the relevant step(s) in the escalation process and move to the next level of escalation (eg if the grievance relates to the line manager then the employee is entitled to escalate to the Head of School without first discussing with the employee's line manager).
- 9) Note that if a request to attend a meeting or decision is not received within the 5 working days specified in sub-paragraphs 3 and 5 above or if the line manager refuses to discuss under sub-paragraph 1 above, the employee is entitled to bypass the relevant step in the escalation process and move to the next level of escalation (eg if the line manager and the line manager refuses to discuss under sub-paragraph 1 above, then the employee is entitled to escalate to the Head of School without first discussing with the employee's line manager).
- 10) Written warnings, sanctions or exonerations addressed to an employee shall be kept in the personal file and iSAMS record for that employee until he or she is no longer employed by RAK Academy.

### **Parent/Guardians and Student Stakeholders**

- 1) Most grievances will be resolved through verbal discussions with class teachers, tutors or Heads of Year. Parents/guardians are expected to approach their immediate school contact with any concerns they have. Parents/guardians and students may also raise such grievances in writing.



### Family of Schools

- 2) If, following discussion with the class teacher, tutor, Head of Year or immediate school contact, the parent/guardian or student feels that his/her grievance remains unresolved, the matter should be referred by the parent/guardian or student onwards in writing with all supporting documentation to the Head of School.
- 3) The Head of School will request a meeting with the parent/guardian or student and, at the absolute discretion of the Head of School, with the class teacher, tutor, Head of Year or immediate school contact, to discuss the grievance within 5 working days of receipt of the written referral under sub-paragraph 2 above. A written decision on the grievance will be delivered by the Head of School within 5 working days of such meeting.
- 4) If, following receipt of the written decision from the Head of School the parent/guardian or student feels that his/her grievance remains unresolved, the matter should be referred by the parent/guardian or student onwards in writing with all supporting documentation to the Executive Principal.
- 5) The Executive Principal will request a meeting with the parent/guardian or student and, at the absolute discretion of the Executive Principal, the parent/guardian or student's class teacher, tutor, Head of Year or immediate school contact and/or Head of School to discuss the parent/guardian or student's grievance within 5 working days of receipt of the written referral under sub-paragraph 4 above. A written decision on the grievance will be delivered by the Executive Principal within 5 working days of such meeting.
- 6) If, following receipt of the written decision from the Executive Principal the parent/guardian or student feels that his/her grievance remains unresolved, the matter should be referred by the parent/guardian or student onwards by email with all supporting documentation to [grievance@rakacademy.org](mailto:grievance@rakacademy.org). Please note that only matters relating to Board escalations after following the procedures specified in this Policy should be sent on this email address..
- 7) The RAK Academy Board will investigate the grievance and respond accordingly. The Board's decision is final.
- 8) Note that if the parent/guardian or student's grievance involves the student's class teacher, tutor, Head of Year or immediate school contact, the Head of School or the Executive Principal, then the parent/guardian or student is entitled to bypass the relevant step(s) in the escalation process and move to the next level of escalation (eg if the grievance relates to the class teacher then the parent/guardian or student is entitled to escalate to the Head of Year without first discussing with the parent/guardian or student's class teacher).
- 9) Note that if a request to attend a meeting or decision is not received within the 5 working days specified in sub-paragraphs 3 and 5 above or if the class teacher, tutor, Head of Year or immediate school contact refuses to discuss under sub-paragraph 1 above, the parent/guardian or student is entitled to escalate to the Head of School without first discussing with other intermediate echelons).

### C. Monitoring and Review

The School is aware of the need to regularly review our policies to take into account new initiatives, changes in curriculum or developments in technology.

This policy will be reviewed at least every year

**Coordinator** : HR Manager

**Date policy agreed** : 28.05.19

**Policy Review Date** :