



Grievance Handling Procedure

The Ramallah Friends School is committed to providing the highest quality values-based and Quaker education to hone students for God and peace. However, we acknowledge that even as we strive to realize our mission, things do not always go smoothly. As a Quaker School it is our aim to always resolve problems and concerns as they arise, before the issues escalate to formal complaints. Nevertheless, we do understand that dissatisfaction with real or perceived problems require formal procedures due to the nature and/or seriousness of a given issue.

This procedure has been created to assist parents, students, and staff members with the resolution of complaints regarding the IB programme at RFS including; 5th grade exhibition, personal projects, extended essays, policies, units of inquiry, classroom concerns, student's work, classroom needs, or any other general programme questions or issues.

Through this policy, we hope to practice our school's values by resolving formal grievances in a timely, transparent, and just manner. It is the Ramallah Friends School highest desire that community members engage with one another within the spirit of the Quaker values that guide our School. That is why we strongly encourage our community members to engage with one another over concerns, disputes, and conflicts informally. We kindly request that parents, students and staff members go first to the source of their concern. When and if concerns cannot be resolved suitably, parents, students and staff members may register formal complaints according to the process delineated below:

Stage 1 - Informal Resolution * Parents, students and staff members under normal circumstance should express their concerns directly to the teacher or employee of concern. In many cases, the matter should be resolved amicably and quickly. If the teacher or employee cannot resolve the matter alone, it may be necessary to include and consult either the relevant Department Head or the appropriate Deputy Principal or Principal; * Complaints by passing teachers or employees of concern and made directly to a Department Head, Deputy Principal, or Principal may be referred to the relevant teacher unless it is deemed appropriate by the aforementioned employees to deal with the issue personally; * If a complaint is against a Principal, it should be made directly to the Head of School.

Stage 2 - Formal Resolution or Appeals: Definition of a Formal Complaint A formal complaint arises when a parent/legal guardian believes, based on established School administrative policies and procedures, that their child has been treated in a capricious or arbitrary manner by a school employee or official, and informal methods of resolving the concern were unaddressed or unsatisfactory. A Formal Complaint or Appeal must be submitted in writing to the Head of School should a grievance remain unresolved on an informal basis. ▲ ▲ ▲

Complaints or Appeal requests should be submitted in writing to the Head of School with the following information: * Contact information of the person submitting the complaint; * A description of the specific behavior or action; * Brief outline of what steps have been previously taken, if any; * The date or period of time in which the behavior occurred; * A listing of individuals who witnessed any part of the incident in dispute. The Head of School will assign an



administrator or will choose to handle the complaint themselves depending on the nature of the complaint. All Appeals will be handled by the Head of School. In most cases, the HOS or assigned administrator will meet with the complainant to work a possible resolution or an initial written response will be provided within 10 calendar days of the submission of the complaint. It may be necessary for the HOS to carry out further investigations.

Once all the relevant facts are established, a final decision will be made and the complainant will be informed of this decision in writing citing the reasons for such decision. Note keeping It is important that any meetings or encounters regarding a formal or informal complaint are documented through notes and/or meeting minutes within 24-hours.

Entries should be concise, confidential, and transparent. The school will maintain the proper filing of these records and will only release records as permitted by law.

Confidentiality

All School officials and employees involved in any stage of the grievance process will respect the privacy of the complainant, respondents, witnesses, or any other involved party and will not disclose any documents relevant to the case without approval of the head of school and with full compliance with the law.