



برایت رایدرز سکول  
BRIGHT RIDERS  
SCHOOL

## GRIEVANCE REDRESSAL MECHANISM

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## 1. PREAMBLE

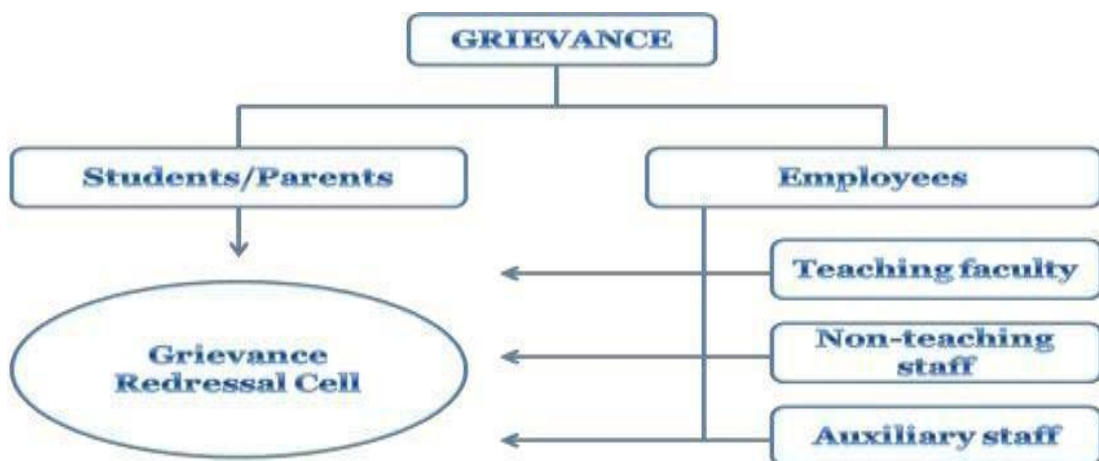
Bright Riders School is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at Bright Riders School in accordance with the KHDA norms and school policy for handling day-to-day grievances related to students, parents and staff members.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on “principal@brightridersdubai.com

## 2. OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students/ teachers
- To uphold the dignity of the School by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the School campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized

### GRIEVANCE REDRESSAL MECHANISM IN RELATION TO THOSE INVOLVED



### 3. GRIEVANCES REDRESSAL COMMITTEE

A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email at [school](#) or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

The Grievance Redressal Committee consists of the following members:

1. School Principal
2. Women Representative(s), as the case may be
- 3.
- 4.
- 5.
- 6.

#### Functions of the Committee:

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To analyse the merits of grievances and conduct formal hearings and investigation as the case may be
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

**APPLICABILITY:** All students, parents, staff members, and other stakeholders during their stint in the school.

#### TYPES OF GRIEVANCES

- Academic Related Issues
- Extension and extra-curricular
- Amenities and Maintenance
- General Administration
- Other related issues

Type of Grievance	Specification
Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, etc.
Extension & Extra-Curricular	Award of non-academic credits, Physical Education, etc.
Amenities & Maintenance	Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water , Sanitation & hygiene, Medical facilities, etc. Maintenance,
General administration	Collection of fee–on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, etc
Other related issues	Safety & Security, Discipline, Misbehaviours, Emergency services, etc.

#### 4. STANDARD OPERATING PROCEDURE (SOP)

Any student or parents or staff member wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective school/department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective school/department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the School Grievance Redressal Cell.

If, the grievance is against the respective Head of school/department/office, then the grievant may directly submit his/her grievance in writing via email at [school](#) or submit in person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.

**FORMAL REGISTRATION:** Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the following modes:

- Sending via e-mail to school, [principal@brightridersdubai.com](mailto:principal@brightridersdubai.com)
- Submitting a signed hard copy of the grievance complaint in person to the Officer- In-Charge of Grievance Redressal Cell

**ACKNOWLEDGEMENT:** The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately.

**FORWARDING:** Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective school/department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

**FOLLOW UP & MONITORING:** Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

**SCRUTINY:** Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective school/department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

**CALL FOR HEARING:** If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant written request, the committee shall fix a date for hearing, and intimate the same to the respective school/department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

**INVESTIGATION:** If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

**FINAL DECISION:** After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

**COMMUNICATING THE DECISION:** Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

**CLOSURE OF COMPLAINT:** The complaint shall be considered as disposed of and closed when:

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

**FEEDBACK:** Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for *reviewing* and *improving the* grievance handling and redressal process.

**GENERAL GUIDELINES:**

The grievance must always be in the form of a detailed written complaint submitted via email at [principal@brightridersdubai.com](mailto:principal@brightridersdubai.com) or in person to the Officer-In-Charge of Grievance Redressal Cell, within 15 days from the date of occurrence of the event giving rise to the grievance. However, the School may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.

Formal grievance complaint shall include:

- a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing
- a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance
- full name, contact information of the person escalating/initiating the grievance complaint

Group Grievance: If, it is a group grievance, list of all persons who are parties to the grievance to be attached. The list must include each person's name, school ID, Phone number/Email ID, etc. The list must also designate one individual as spokesperson for the group

**Timeframe:** It shall be the endeavor of the Grievance Redressal Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.

Prohibition against Retaliation: Bright Riders School will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the party to the Grievance Redressal Committee via [principal@brightridersdubai.com](mailto:principal@brightridersdubai.com)

No proxy will be allowed: The aggrieved student or parent or staff member shall have to apply individually and represent his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case

**Confidentiality:** Bright Riders School shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

**Documentation:** The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of Officer-in-Charge of Grievance Redressal Cell, which shall contain the following heads. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee.

1	2	3	4	5	6	7	8
Date of receipt of grievance/complaint	Name & address/ Contact details of applicant/Sender	Nature of grievance/complaint	Name of the Department from which the clarification/resolution sought the	Date on which the Respective Dept was asked	No. and date of Reminder issued	Date on which the Clarification received / resolution arrived	Date of supply of suitable reply/information to the applicant

**Alternative avenues for redressal of grievances:** Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

**Appeals:** If, the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the School Principal within seven days of the receipt of the committee's decision. Principal shall provide final decision as speedily as possible as but not later than a month of receipt of the grievance.

**Exclusions:** The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted by Bright Riders School.
- Complaints involving policy matters in which the grievant has not been affected directly/ indirectly
- Decisions with regard to the recruitment and selection
- Anonymous and frivolous complaints will not be entertained



