



مدرسة الآفاق الحديثة ذ.م.م.
NEW HORIZON SCHOOL W.L.L.

HANDLING PARENTS' GRIEVANCE POLICY



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HANDLING PARENTS' GRIEVANCE POLICY

Reviewed Date: October 2026

1. Purpose

New Horizon School (NHS) recognizes that parents are vital partners in the educational process. This policy ensures that parental grievances are addressed promptly, fairly, and through a transparent process that prioritizes the student's best interest and aligns with Bahrain Quality Assurance (BQA) standards.

2. Scope

This policy applies to all parents and legal guardians of students enrolled at NHS. It covers concerns regarding academic progress, staff conduct, school facilities, and administrative decisions.

3. Grievance Categories

- **Academic:** Issues regarding assessments, curriculum delivery, or classroom management.
- **Administrative:** Concerns about fees, transport, or school communication.
- **Safety/Conduct:** Issues related to student welfare, staff behavior, or health and safety.

4. Informal Resolution (Stage 1)

NHS encourages parents to resolve concerns at the earliest stage possible. Parents should initially discuss the matter with the relevant Class Teacher or Department Head. Most issues can be resolved through open dialogue and mutual understanding.

5. Formal Grievance Procedure (Stage 2)

If the informal stage does not reach a satisfactory conclusion, the parent may submit a **Formal Grievance Form** to the Principal's Office.

- The complaint must be in writing (Email or physical form).
- It must include specific details, dates, and any supporting evidence.



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6. Investigation and Escalation (Stage 3)

- The Principal will assign a senior staff member (not involved in the grievance) to investigate.
- If the grievance involves school leadership, the matter is escalated to the Governing Body.
- All parties may be invited to a formal meeting to discuss the findings.

7. Timelines for Redressal

NHS adheres to the transparency timelines established in the Reporting System:

- **Acknowledgement:** Within 1 working day.
- **Preliminary Review:** 3–5 working days.
- **Investigation:** 7–14 working days.
- **Final Communication:** Written outcome provided upon closure.

8. Confidentiality and Non-Retaliation

NHS guarantees that filing a grievance will not result in any adverse treatment of the student. All information shared during the process will be handled with high confidentiality and only shared with necessary personnel.

9. Policy Review

To ensure the school remains responsive to its community, this policy shall be reviewed **annually** by the School Leadership Team and the Governing Body. Reviews will take into account:

- Periodic stakeholder feedback from parent surveys.
- Analysis of recurring grievance themes to improve school services.
- Changes in regulatory requirements from the Ministry of Education or BQA standards.



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Appx A. Parent Grievance Form

Instruction: Please complete this form if an informal resolution has not been reached. Submit the signed copy to the Principal's Office or email it to the official school grievance address.

1. PARENT/GUARDIAN DETAILS

- **Parent Name:** _____
- **Student Name:** _____ **Grade/Div:** _____
- **Contact Number:** _____ **Email:** _____

2. GRIEVANCE CATEGORY (Check all that apply)

- ☐ Academic / Curriculum
- ☐ Student Welfare / Safety
- ☐ Staff Conduct
- ☐ Facilities / Transport
- ☐ Other: _____

3. DESCRIPTION OF THE GRIEVANCE Please provide a clear description of the issue, including dates, times, and any specific incidents.

4. PREVIOUS ATTEMPTS TO RESOLVE Who did you speak with regarding this matter at the informal stage?

- **Staff Member Name:** _____ **Date:** _____
- **Outcome of that discussion:** _____

5. DESIRED OUTCOME What resolution or action are you seeking from the school?

DECLARATION I hereby declare that the information provided above is true and accurate. I understand the school will investigate this matter within the timelines stipulated in the Transparency in Reporting System.



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Signature: _____ Date: _____

Official Use Only

- Received By: _____ Date Received: _____
- Case Reference No: _____ Target Resolution Date: _____