

TRANSPARENCY IN REPORTING SYSTEM



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

Index

1. Purpose

Overview of the policy's aims regarding openness, ethical governance, and BQA alignment.

2. Scope

Applicability of the system to the Governing Body, staff, parents, and regulatory authorities.

3. Principles of Transparency

Core values of accuracy, timeliness, accessibility, confidentiality, and accountability.

4. Reporting Areas

Categories of disclosure including Academic, Financial, Governance, Compliance, and Incident reporting.

5. Communication Channels

Official methods for sharing information, including ERP, circulars, and authorized personnel.

6. Complaint Acknowledgement Timeline

Defined stages and timeframes for responding to and resolving stakeholder concerns.

7. Public Disclosure Boundaries

Protection of sensitive data, including student records and legal matters, per Bahraini law.

8. Oversight & Monitoring

Procedures for annual reviews and Governing Body supervision of reporting standards.



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

9. Continuous Improvement

Commitment to stakeholder feedback and updating procedures according to regulatory changes.



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

TRANSPARENCY IN REPORTING SYSTEM

1. Purpose

New Horizon School (NHS) is committed to openness, accountability, and ethical governance.

The Transparency in Reporting System ensures that all stakeholders receive accurate, timely, and clear information regarding school operations, finances, academic performance, compliance matters, and grievance redressal.

This system supports:

- Regulatory compliance in the Kingdom of Bahrain
- Alignment with BQA governance expectations
- Stakeholder trust and institutional credibility

2. Scope

This system applies to:

- Governing Body
- School Leadership
- Teaching and Administrative Staff
- Students
- Parents
- Vendors and Service Providers
- Regulatory Authorities

3. Principles of Transparency

NHS commits to:

- Accuracy – Information shared will be factual and verified
- Timeliness – Reports issued within defined timelines
- Accessibility – Information available through official communication channels
- Confidentiality – Sensitive data protected appropriately
- Accountability – Responsible authorities clearly identified



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

4. Reporting Areas

A. Academic Reporting

- Student progress reports (term-wise)
- Assessment results
- Promotion and retention decisions
- Curriculum implementation updates

B. Financial Transparency

- Fee structure publicly communicated
- Official receipts issued for all payments
- Procurement procedures documented
- Audit records maintained (where applicable)

C. Governance Reporting

- Policy updates shared with staff
- Major decisions documented in meeting minutes
- Conflict of Interest declarations maintained

D. Compliance Reporting

- Cooperation with MOE, BQA, LMRA, Civil Defence
- Submission of required documentation during inspections
- Immediate reporting of safeguarding or safety concerns

E. Incident & Violation Reporting

- Clear complaint mechanism
- Acknowledgement within defined timeframe
- Written closure report (where appropriate)

5. Communication Channels

Information is shared through:

- Official circulars
- School ERP / SMS system



مدرسة الآفاق الحديثة ذ.م.م.

NEW HORIZON SCHOOL W.L.L.

- Email communication
- Parent meetings
- Notice boards
- Website (where applicable)
- Official complaint forms

Only authorized personnel may issue official statements on behalf of NHS.

6. Complaint Acknowledgement Timeline

NHS is committed to the prompt and transparent handling of all grievances. The following timelines represent the maximum expected duration for each stage of the reporting process:

Stage	Action / Description	Timeline
Stage 1: Acknowledgement	Official receipt of complaint via ERP, Email, or Form.	Within 1 Working Day
Stage 2: Preliminary Review	Initial assessment by the Principal or Department Head to determine the nature of the issue.	3–5 Working Days
Stage 3: Investigation	Detailed fact-finding, interviews, or evidence gathering (if required).	7–14 Working Days
Stage 4: Final Communication	Formal written outcome or resolution report provided to the stakeholder.	Post-Investigation

7. Public Disclosure Boundaries

While transparency is encouraged, NHS will protect:



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

- Student personal data
- Staff confidential records
- Legal matters under investigation
- Sensitive safeguarding cases

Disclosure will comply with Bahrain legal and ethical requirements.

8. Oversight & Monitoring

- Annual review of reporting system
- Governing Body oversight
- Documentation maintained for inspection
- Periodic stakeholder feedback review

9. Continuous Improvement

NHS will:

- Collect feedback from parents and staff
- Improve reporting clarity and speed
- Update procedures as per regulatory changes

Declaration

New Horizon School affirms its commitment to transparent, accountable, and ethical reporting practices in alignment with Bahrain regulations and BQA governance standards.

Approved By: Mrs. Vishnu Vandana

Designation: Principal



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