



GRIEVANCE REDRESSAL POLICY

Vision Statement

Dream, inspire, act.

Mission Statement

Genesis Global School aims to nurture all students to become resilient and confident learners as socially responsible leaders serving diverse communities and cultural contexts.

Values and Philosophy

Our Values

Compassion: We foster a culture of compassion, where every member of our community values and demonstrates exceptional attitudes towards each other and the wider world. We strive to create an inclusive environment where empathy and understanding are the cornerstones of our interactions.

Courage: We empower our learners to embody resilience and bravery, instilling in them the courage to approach new learning and life opportunities with curiosity and drive. We encourage them to embrace challenges and persevere in their pursuit of knowledge and personal growth.

Ambition: We are committed to creating a community that is driven by ambition. Our members strive for excellence in academic, cultural, creative, and sporting endeavours. We believe in setting high standards and working tirelessly to achieve them, pushing the boundaries of what is possible.

Respect: We celebrate and respect the unique contributions made by every member of our school community. We recognize the value that each individual brings, fostering an environment where diversity is embraced and where mutual respect is the foundation of our interactions.

Dignity and Integrity: We uphold the principles of dignity and integrity in all that we do. Members of our community conduct themselves with humility, ethical values, and empathy in their interactions within the school and beyond its gates. We believe in acting with honesty and sincerity, always striving to do what is right.

Our Philosophy

- Provide happy and safe environment
- Deliver high quality teaching and learning
- Establish high expectations of students in all areas of school life
- Encourage students' confidence, self-esteem and self-efficacy
- Value all students as individuals so that they can achieve their full academic and personal potential
- Instil a sense of adventure and broadening of horizons
- Provide opportunities to be courageous global learners
- Extend learning opportunities beyond the classroom

- Provide an environment so that students develop moral and spiritual values
- Produce students who are independent of thought and have a lifelong enthusiasm for learning
- Establish mutual respect between all members of the school community
- Provide a broad curriculum which values the strengths of each subject and student equally
- Create a positive, secure and purposeful atmosphere
- Create an environment where growth mindsets are valued
- Foster links with parents/carers and the wider community
- Encourage excellence in every area of school life
- Create an environment which encourages true dialogue between members of our school and the wider community
- Deliver a philosophy that promotes learning without limits
- Inspire and empower all students to achieve the best that they can with the gifts that they have.

Guiding statements

We aim to:

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General Guidelines

Introduction

Genesis Global School is committed to providing a safe and supportive learning environment for all its students. As part of our commitment to continuous improvement and transparency, we have established a Grievance Redressal Policy to address student concerns and complaints promptly and effectively.

Scope

The policy applies to all students enrolled in Genesis Global School and to the parents and legal guardians acting on the students' behalf.

Purpose

The purpose of the policy is to provide students and staff with a formal process for addressing their grievances, ensuring their rights and concerns are respected and resolved appropriately.

Types of Grievances

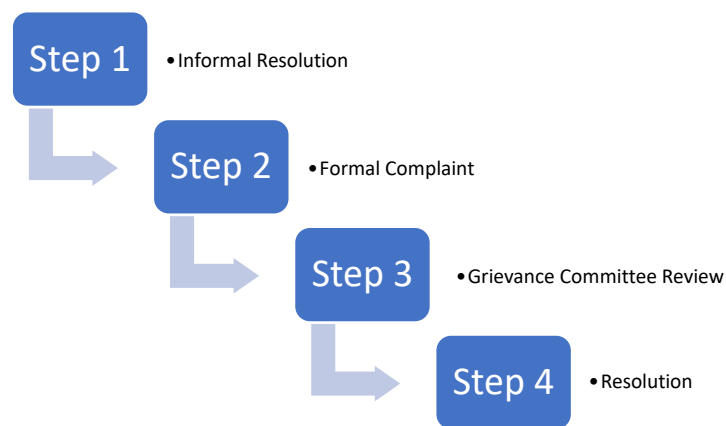
Students and their parents / legal guardians may file grievances related to various issues, as mentioned below:

- Academic concerns
- Bullying or Harassment

- Discrimination
- Safety & Security
- Facilities and Infrastructure
- Extracurricular Activities
- Teacher-student Conflicts
- Administrative decisions

General Grievance Redressal Procedure

Students and their parents / legal guardians are encouraged to follow the generalised steps below to address their grievances (these will be clarified further for specific cases):



Step 1: Informal Resolution

- Students and their parents / legal guardians are encouraged to first attempt to resolve their concerns informally by discussing them with their respective teacher or staff member in-charge.

Step 2: Formal complaint

- If the grievance remains unresolved after Step 1, students or their parents / legal guardians can submit a written complaint within 10 working days addressed to the next in-line teacher or staff member in-charge.
- The complaint should include details of the issue, dates, names of individuals involved and any supporting evidence.

Step 3: Grievance Committee Review:

- Should the complaint call for a separate review (determined by the principal and / or general manager), a Grievance Committee, comprising impartial school staff members will review the formal complaint with a reasonable time frame (not more than 10 days).
- The committee will conduct interviews, gather evidence, and consider all relevant information.
- The committee will make recommendations and take for resolution to the school principal or relevant authority.

Step 4: Resolution

- The School Director or relevant authority will review the committee's recommendations and take appropriate action to resolve the grievance.
- The student or their parents / legal guardians will be informed of the outcome in writing within reasonable time frame (not more than 5 days).

Integrity guidelines

Confidentiality:

- The school will make every effort to maintain confidentiality throughout the grievance process, while ensuring that all parties involved are informed appropriately.
- In no case will the CCTV surveillance footage be shared with any member involved in the said situation. Person in charge of resolution may access the same to help with decision making (if needed).

Appeal Process:

- If the student and their parents / legal guardians are not satisfied with the resolution, they may request an appeal to the school board or a higher authority as designated by the school.

Non-Retaliation:

- Genesis Global School prohibits retaliation against any student who files a grievance complaint or participates in the grievance resolution process. Hence the need to maintain extreme confidentiality. Staff members who fail to meet this expectation will face consequences outlined by the HR.

Review & updates:

- This policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

Specifications for Grievance Redressal Procedures

1. Principal (of section)
2. General Manager
3. Coordinator (of section)
4. HR/Security/ Medical / IT (case specific)
5. Legal Representative (Case Specialist)

The Grievance Redressal policy is communicated to all students, parents and staff members and is easily accessible on the school's website. Regular training and awareness programs are conducted to ensure that all stakeholders are aware of the policy and how to use effectively.

For each case, please find the outlined action specifications:

Academic Concerns & Teacher-Student Conflicts

Hierarchy line: programme coordinator > IB principal

For all Academic concerns as well as teacher-student conflicts, students and their parents / legal guardians are advised to report the issue in the following manner:

1. Report issue to the respective programme coordinator (PYP, MYP or DP) in written form (preferably after discussing the matter with the coordinator directly, face-to-face). Try to maintain a neutral tone; submit relevant evidence of possible bias, misconduct, or other issues; avoid unjustified accusations.
2. Upon the coordinator's judgement, the coordinator may call for a meeting with the student and /or parents / legal guardians to further discuss the reported issue, understand the details of the event and provide clarifications if applicable.
3. When and as needed, the coordinator escalates the issue to the IB principal. Follow-up meetings may be conducted upon escalation.
4. Should the students and their parents / legal guardians feel that the coordinator has failed to assist them in the raised matter and did not address the issue to a point of effective resolution, the parents may report the issue in written form to the principal directly.

5. In emergency cases, the parents / legal guardians are welcome to approach the coordinators and / or principal with a request for a direct meeting. Emergency cases must include substantial evidence of misconduct from the teachers' end.

Bullying or Harassment & Discrimination

Hierarchy line: Programme Coordinator & Counsellors > IB Principal > Child Protection Officer

For all cases of bullying, harassment and discrimination students and their parents / legal guardians are advised to report the issue in the following manner:

1. Submit a written account of the incident in place with a direct request to follow-up with a meeting to the coordinators.
2. Depending on the severity of the incident, the coordinator may choose to invite the principal and child protection officer to the first meeting to ensure that the student and their parents / legal guardians feel supported.
3. Should the issue need further escalation, the Child Protection Officer will report to the School Director.
4. The coordinators may advise counselling for the student, to support them through the traumatic experience; counselling will also be offered as part of SEL and as individual focus sessions to the class and whole-school should the incident call for it.

Safety & Security; Administrative decisions

Hierarchy line: School Office & Programme Coordinator > IB Principal & General Manager

For all cases pertaining to administrative decisions and safety and security, students and their parents / legal guardians are advised to report the issue in the following manner:

1. Submit a written account of the incident to the School Office or Programme Coordinator (depending on the relevancy; e.g. points pertaining to admin (documentation, fees, admissions, transfer certificates, ID cards, dispersal, etc.) go directly to the School Office; points pertaining to academics (safety in class, dispersal, timetable) go directly to the coordinators; points pertaining to shared zones of responsibilities (canteen services, overall safety, lockdowns, health conditions) can be shared with both the School Office and the Coordinators).

2. Should the issue need further escalation, it will be directed by the School Office or Programme Coordinator to the IB Principal and General Manager.
3. Please note that the School Office and the Programme Coordinators reserve the right to redirect cases pertaining to administrative decisions and safety and security to other department heads (e.g. Security Officer, Transport Department, etc.)

For all matters pertaining to **Facilities and Infrastructure; Extracurricular Activities** we ask the students and their parents / legal guardians to direct their grievances to the School Office.

Policy Monitoring

Date of review: September 2023

Reviewed by: Principals and Administrative head.

Date of next review: June 2024

This policy will be reviewed at least annually and following any concerns and/or updates to national/local guidance or procedure.