

## **El-Sewedy International Academy of Cincinnati Grievance Policy**

### **Introduction & Purpose:**

The school's success in its mission of providing quality education in an Islamic environment relies heavily on the interaction between the school and home. Parents are encouraged to keep up with their child's academic progress and to attend all orientations and meetings announced by the school. The school encourages parents to contact their child's teacher whenever they have a question or concern regarding their child. If a parent would like to speak to a teacher in person, he/she should call the office or e-mail the teacher directly to make an appointment. Having an appointment helps to ensure full attention to the matter at hand and a productive meeting.

Suggestions for improvement of the school and its various procedures are always welcome. It should not be assumed that verbal comments or suggestions will be retained and/or recalled by any staff members of the school. Everything should be in writing.

As in any family, it is recognized that in a school community there are bound to be areas in which we do not all think alike. When a matter is significant enough, we need to communicate our feelings, thoughts and grievances. The question is how this communication can most effectively take place. The following Grievance Policy was developed as a guide for parents and guardians to solve possible grievance issues in the most effective and timely manner.

### **Grievance Policy:**

The grievance policy is designed to provide a means to ensure that conflicts will be resolved amicably, justly and quickly at the lowest possible level of administration. Parents who have a complaint make a sincere attempt to resolve it by contacting and requesting a meeting with the concerned parties. In the meantime, the school staff member who receives the complaint strives to resolve concerns and complaints whenever possible. The complaint should be received and addressed at the level closest to which the complaint originated. While informal resolutions are encouraged, the more formal process outlined below may be used for complaints for which an informal process was not satisfactory.

If a parent has a grievance or an issue that needs to be addressed, the following protocol is to be followed in the sequence given below. If there is no satisfaction at the first level, then it is the parent's right to take it to the next level.

**Step 1:** Call the office or e-mail the teacher directly involved in the issue to make an appointment to speak with the teacher. The teacher and/or the parent/guardian may request that the principal be present if needed.

**Step 2:** If the parent does not feel the issue has been resolved, the parent may then inform the teacher and make an appointment through the office to meet with the principal. The principal is entrusted with handling all the school issues and delegated by the Board of Trustees with the authority to have the final decision for any grievances.

**Step 3:** After meeting with the principal, if the parent feels that the issue is still not resolved, the parent must inform the principal about his/her concern in writing within 10 school days. Thereafter,

- a. The principal will present the parent's written complaint to the Board of Trustees within 10 school days from the time of receiving the written complaint.
- b. The final decision remains with the principal.

Please note that if at any point during this process you do not receive an acknowledgement of your written communication within the time frame indicated, you should call the Main Office and request that an office staff member follows up to make sure that your communication has been received.

Parents may start the process at Step 2 or Step 3 if the issue to be addressed is something that a teacher is not directly involved with and has no control over, such as general school rules or policies.

**Unresolved Grievances:**

It is understood that within any family, disagreements may occur from time to time. In the school context, it is also understood that part of the principal's professional responsibility is to attempt to resolve grievances as they occur. On rare occasions, an issue may not be resolved to the satisfaction of the parent whereby they may seek further action beyond the principal. In this case, the parent may ask the principal to submit the parent's written complaint (Step 3 above) to the Chairman of the Board of Trustees. Thereafter,

1. The principal will present the parent's written complaint to the President of the Board of Directors within 10 school days from the time of receiving the parent's request.
2. The Chairman of the Board of Trustees may choose to discuss the concern with the principal directly or may assign a subcommittee of two or three Board members to discuss the issue with the principal. The Chairman of the Board of Trustees or Board Subcommittee will work with the principal to try to find a way to resolve the issue. The principal and/or the parent/guardian may request that the parent/guardian be present during the initial discussion.
3. The final decision remains with the principal. The principal will give the parent a written reply within 10 school days after presenting the complaint to the Chairman of the Board of Trustees. The Chairman of the Board of Trustees and the Board Subcommittee (if applicable) will also be given a copy of the reply.

Please note that the school seeks to ensure students' personal information is properly safeguarded and is used only for legitimate purposes and only when absolutely necessary. Therefore, school personnel, including the principal, may not be able to share all details of any circumstance or situation.

**\*\*Important! Please Note!**

Under no circumstances should a parent call or text a staff member on his/her home phone or cell phone. Staff members may be contacted through the school office or via school email. Also, under no circumstances should a parent contact another parent or confront another student regarding any school related incident. School related incidents where your child and another student are involved should be handled through the teacher, or principal as outlined above.

**Any parent who fails to follow these procedures will jeopardize his/her child's/children's enrollment.**

**PARENT CODE OF CONDUCT**

It is the parents' responsibility to:

1. Understand that the state law requires all parents to properly care for, train, educate, discipline, and control their child.
2. Accept the teacher's/administrator's authority in the school.
3. Be available to confer with school personnel concerning their child.
4. Direct their concerns regarding the education of their child to the professional most directly involved.
5. Be financially responsible for any damage to personal or school property committed by their child.

Any conduct that is detrimental to the interests of the school, including inappropriate language and/or behavior by a parent, as determined by school leadership, may lead to consequences up to and including the loss of his/her child's/children's enrollment. Also, if a family does not pay the tuition when due, or in any other way violates the policies laid out in the School Handbook, then such conduct may lead to consequences up to and including the loss of his/her child's/children's enrollment at the school.

**The school does not necessarily expect agreement, but registration of a student in the school assumes compliance with all rules and regulations.**