BELVEDERE
INTERNATIONAL SCHOOL

STAFF COMPLAINTS, GRIEVANCES, AND WHISTLEBLOWING POLICY

2026-2027

Policy No.	**POL-HR-005**
Revision No.	**003**
Issue Date	**15 September 2026**
Effective Date	**21 September 2026**
Review Date:	**10 September 2026**
Next Review Date:	**10 September 2027**

Approvals:			
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Signature		*Date:*	11/9/26
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Signature		*Date:*	14/9/26

Belvedere International School (BIS) is committed to ensuring that all staff complaints and grievances are taken seriously, treated confidentially and are resolved quickly, fairly and with due process.

Any dissatisfaction on behalf of a member of academic or non-academic staff should be reported and responded to promptly. Through the monitoring of staff complaints and grievances BIS is able to identify recurring or persistent issues and address these to further improve staff satisfaction.

The BIS staff complaints and grievances procedure aims to guarantee that:

- Complaints and grievances will be responded to fairly, promptly and with a satisfactory resolution
- The school will listen to concerns and criticism and will respond positively bearing in mind what is in the best interest of the school community
- Open communication will be maintained to demonstrate transparency
- A clear process / procedures will be shared and followed by the person assigned to handle and resolve the conflict
- The process is accessible to all concerned
- A timeline will be specified for the process and any amendments to the timeline will be kept to a minimum and communicated with the identified member of staff
- Records will be identified as confidential and kept securely

Definitions

The following definitions are taken from the ADEK Staff Wellbeing Policy (2024)

Duty of Care	The obligation to safeguard stakeholders, to maintain their health, safety, and wellbeing, and to take steps to reduce the risk of reasonably foreseeable while under the school's supervision (on its premises, utilizing its systems, or engaging in school-organized activities off- campus).

Grievance	An unresolved issue concerning the application of school policy, practice, or procedure. This includes disciplinary action, involuntary termination, and allegations of discrimination or unfair treatment from a staff member or line manager.
Whistleblowing	An instance where an individual passes on information about organizational malpractice (e.g., fraud, corruption, miscarriage of justice, risk of serious harm to an individual, risks or damage to the environment and other actions against public interest) taking place at, or near, their place of employment or education.

Establishment of Staff Complaint and Resolution Team (SCRT)

The Staff Complaint and Resolution Team (SCRT) Committee will review complaints, along with grievance data and strategy, and will, when needed, identify a team to support the resolution of conflicts in line with the school protocols whilst ensuring that there is no conflict of interest.

The SCRT committee will comprise of a minimum of five persons from the following:

- Phase Leaders
- Public Relation Manager & Parents Coordinator
- Head of HR
- Student Protection Lead
- Facilities Manager
- Vice Principal / Principal
- Member of the Governing board

Responsibilities of the Staff Complaints and Resolution Team Committee

The SCRT committee will:

1. Ensure that the process used to handle and resolve complaints and grievances is fair and impartial

2. Ensure that all complaints and grievances are responded to in line with this BIS Staff Complaints, Grievances and Whistleblowing Policy

3. Ensure that complaints / grievances and information gathered (evidence) is treated confidentially

4. Ensure that any barriers which deter or prevent anyone from accessing the complaints/ grievances procedure are identified and steps are taken to remove them

5. Monitor the implementation of the complaints/ grievance procedure and identify any trends in complaints/ grievances or resolutions

6. Ensure that each complaint is handled in a timely manner with achievable deadlines clearly shared with complainant

7. Share BIS Staff Complaints, Grievance and Whistleblowing procedures with all stakeholders

8. Keep securely, in line with protocols, written records (incident reports, actions taken and other attachments)

SCRT investigation team

If a SCRT investigation team is convened it must comprise of at least three members of the SCRT committee, with the most senior member of that particular team taking on the role of lead and being personally responsible for the completion of all paperwork.

It is vital for the integrity of the process that all concerned ensure that there is a commitment to completing the process within the given timescale, that there is no involvement of anyone named in the complaint, that there is no conflict of interest and that there is total impartiality.

The Staff Complaints / Grievance Process

At BIS we want to make the process as easy as possible for a complainant to submit their complaint/ grievance. The process should be simple, impartial and timely and should ensure that all complaints/ grievance are dealt with seriously and respectfully.

Records

Within BIS we will record the progress of each staff complaint/ grievance from when it is reported, including details of all actions, through to the resolution and associated actions. All staff complaints/ grievances and records including statements and correspondences of any parties will be treated with utmost confidentiality, except where local legal requirements permit access.

Written records of any incidents, investigations and decisions will be confidentially attached to relevant staff files for future reference.

Staff Complaints/ Grievance Procedure

All staff have the right to raise a concern or complaint/ grievance about any service, activity provided by the school or about the way that they or others are being treated. The school must listen to complaints/ grievances, investigate where necessary and feedback any outcomes.

To ensure that the complaint/ grievance is raised with the correct person please see below:

- If the complaint/ grievance is regarding academic issues, then the Phase Leaders or Heads of Department should be approached in the first instance

- If the complaint/ grievance is regarding job role, security, health and safety or facilities the Head of HR should be approached first

At all times the Human Resources Manager and the school leadership team are available to support staff with any complaints/ grievances they may have.

Overview of reporting process:

1. The initial complaint/ grievance is written up on the Complaints form by the individual receiving the original complaint/ grievance

2. The Principal and HR head is made aware of the complaint/ grievance

3. The complaint/ grievance is passed to the relevant person for investigation and resolution

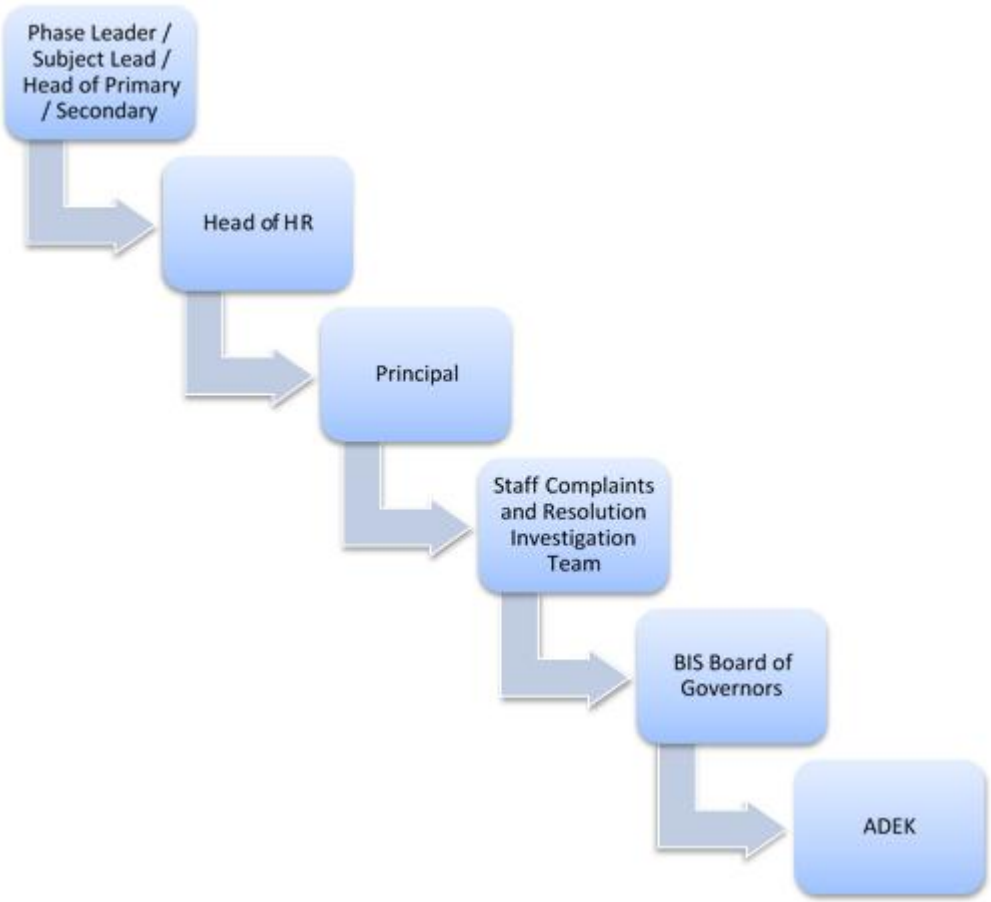
4. If there is no resolution, then the complaint/ grievance is escalated as per the attached chart

5. If necessary, the Principal will ask the SCRT to carry out an investigation

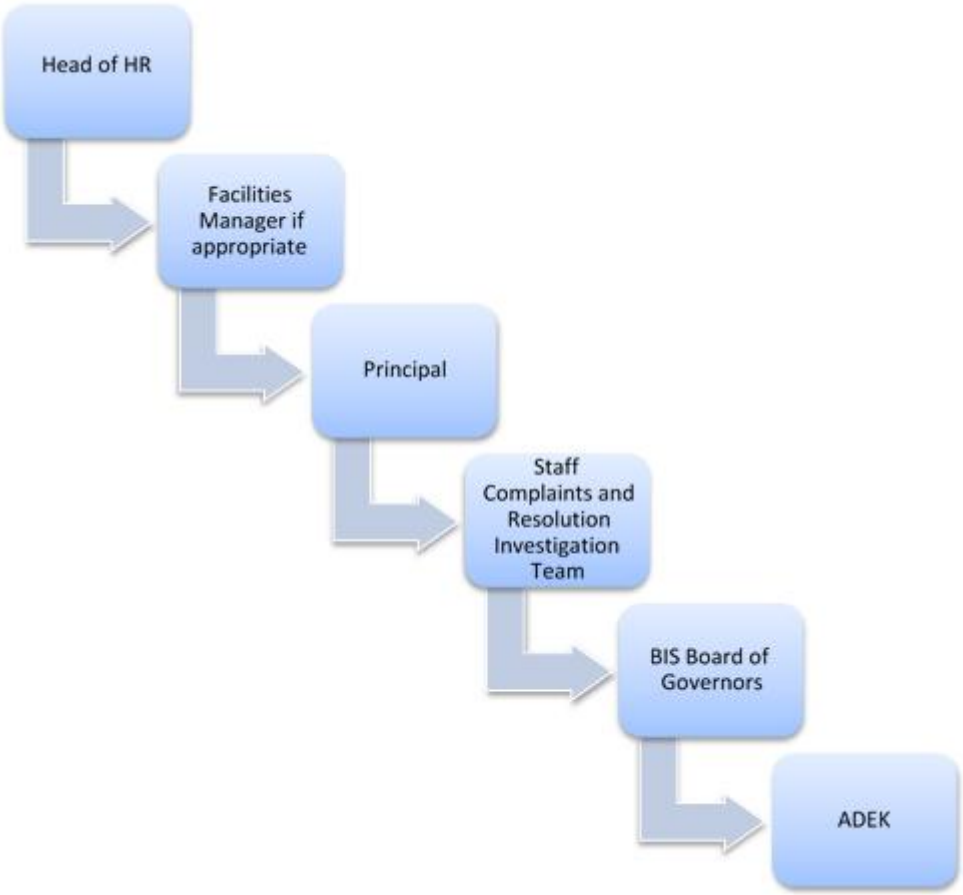
6. If the complaint/ grievance is still not resolved satisfactorily it can be referred to the BIS Governing Body for review

7. If the case is still not resolved it can then be escalated to ADEK for review and resolution

Process for Academic Related Complaints / Grievances



Process for Non - Academic Complaints / Grievances



NB: At each stage other staff can be involved depending upon the nature of the complaint/ grievance.

Where possible any staff complaints/ grievances should be addressed and resolved within 48 hours.

If a resolution cannot be reached within this first stage or if the complainant wants to escalate the matter, then the complaint/ grievances needs to be escalated via the Head of HR and the Principal to the SCRT for investigation.

The lead (senior staff member) on the identified SCRT investigation team has responsibility to review the complaint/ grievance, identify actions to be taken and follow up accordingly within two working days.

Where a complaint/grievance is considered more complex and requires additional time for investigation, it is the lead SCRT investigation team member's responsibility to inform the complainant in writing (either via email or letter) of the revised timeline and indicate reasons for the delay. It is important to maintain dialogue and transparency of process at all times.

All written records will be completed and signed off by the lead SCRT investigation team member.

CCTV Footage

CCTV footage can be used as part of the evidence **but cannot be shared with staff members or any third party other than if requested by ADEK.**

If CCTV footage is required, then the IT Technician or the Facilities Manager can support by providing access as long as there is no conflict of interest. It may be necessary to also involve the Principal or Vice Principal to aid identification staff.

The viewing of CCTV footage cannot be used for any other purpose than that connected with the complaint / grievance.

Governor's Complaints Panel

In the event that a satisfactory resolution is not reached at school level, then the complaint / grievance may be escalated to the BIS Board of Governors' Complaints Committee, who will gather all appropriate information relating to the matter and schedule a meeting within one working week to investigate the matter further.

The member of staff will be informed in writing of the date of the meeting and may attend the relevant section of the meeting to explain their dissatisfaction.

Where possible, the Complaints Committee will reach a resolution immediately however, where this is not possible, the Committee will consider the matter further and come to a final decision within seven days of their meeting.

The Committee will then inform the member of staff and others involved in writing of their decision and any recommendations they have made.

Whistleblowing

The following is taken from the ADEK Values and Ethics Policy (2024)

2.1 Whistleblowing: The Federal Decree Law No. (31) of 2021 Promulgating the Crimes and Penalties places an obligation on individuals to report crimes. In line with this, schoolsshall establish a Whistleblowing Policy to ensure that there is a safe channel and a reporting mechanism for relevant individuals of the school community to disclose any observed illegal or unethical practices, and to provide a means for redressing such practices.

The following is taken from the ADEK Staff Wellbeing Policy (2024)

1. A staff member reporting a whistleblowing concern to law enforcement authorities shall not be deemed to be in breach of any non-disclosure or confidentiality agreement with the school.

2. Schools shall record and investigate whistleblowing concerns reported by staff or in which a staff member is the subject while protecting their identity and implementing appropriate sanctions.

Any whistle blowing concerns will be investigated in line with the procedures above for complaints and grievances and will be in line with local laws.

Taking the matter further

If the outcome has not resolved the matter or provided a satisfactory outcome staff may log a complaint/ grievance with ADEK. This can occur at any stage, although it would be

preferable that routes through the school were attempted as fully as possible in advance; ADEK would normally expect that the school has been contacted first and that the complaints procedure as per policy has been followed before referral to them.

Whistle blowing concerns may be raised directly to ADEK via the ADEK Whistleblowing form.

Monitoring

The Principal and Head of HR will monitor all complaints / grievances received by the school and record how they were resolved to identify if there are trends which need to be addressed.

Any staff making a complaint, raising a grievance or whistleblowing must be supported throughout the process to minimise impact on their physical and emotional well-being.

The BIS Board of Governors will monitor the implementation of the staff complaints, grievance and whistleblowing procedures, in order to ensure that all complaints/ grievances are handled appropriately and to review trends in issues raised.

Staff Complaint and Resolution Form

Staff Details			
Name of Staff member			
Staff ID Number		Role	
Contact Number			
Email ID			
Date of Complaint			

Type of Complaint (Select Below)			
Academic	*Non-Academic*	*General*	*Operational*
Please provide details of the complaint, including person/s involved:			
Date of Incident		Time of Incident	

To be filled out by school staff initially resolving the complaint:

Action Taken and/or Recommendation

Name		Role	
Signed		Date	

Complaint Status			
Complaint Resolved?	Yes / No		
Name		Role	
Signed		Date	

To be filled out by colleagues if the complaint is escalated (repeat as necessary):

Action Taken and/or Recommendation			
Name		Role	
Signed		Date	

Complaint Status			
Complaint Resolved?	Yes / No		
Name		Role	
Signed		Date	