



مدرسة الوحدة الخاصة  
AL WAHDA PRIVATE SCHOOL  
An American Curriculum School

# **Staff Grievance Policy**

## **2025-2026**

## 1.0 Rationale:

This policy establishes a process for dealing with employee grievances in a fair, rational and efficient manner. This policy applies to all full-time employees of the academies as well as to temporary and contract staff.

## 2.0 Terminology:

*Complaints Committee*: Permanent committee of the academies in accordance with School's Complaints Committee

## 3.0 Policy Statement(s):

- 3.1 AWPS understands that employees with issues in the workplace, either with other employees or with their managers, can have a detrimental effect on performance and morale. AWPS Code of Conduct policy is to provide employees with a secure environment, free from coercion, discrimination or reprisal in which they can file grievance. The intent of this policy is to ensure that grievances are addressed in a prompt and equitable manner.
- 3.2 All employees with responsibility for other individuals are responsible for providing a work environment that is conducive to effective performance. They are expected to deal with issues raised by employees in a professional, objective and confidential manner.
- 3.3 Employees who have a grievance are expected to raise the matter in a professional manner.
- 3.4 AWPS encourages all employees to try and resolve issues informally themselves without the intervention of a third party and believes that this is the most effective remedy (Face to face). Where this is not possible and intervention is necessary the following policy shall act as the framework for action.
- 3.5 **Stage 1:** If any employee is unable to resolve the issue themselves then they should raise the matter with their line manager first. If the issue is not addressed, then escalate to the next level of line management, outlining what the grievance is and the remedy sought. At this stage the grievance could include a written statement.
- 3.6 **Stage 2:** If the issue remains unresolved to the employee's satisfaction, then the employee should raise the issue on the Employee Grievance Form to HR and the Principal.
- 3.7 If the problem is with the Principal, meet face to face, then the employee is to raise the issue, in writing, to the Principal, School HR, and to the Director of Schools.
- 3.8 The Principal/ Director of Schools will conduct their own investigation and meet with all relevant parties to come to a satisfactory conclusion. The person handling the issue will advise all parties in writing of the outcome within five working days of the grievance being brought to them. The person managing the situation may consult with HR if appropriate.
- 3.9 The decision will be communicated in writing with all concerned.
- 3.10 If the School Principal is unable to assist, school HR will be available to any employee who feels they have an issue at work and will provide objective and impartial advice. This policy is the formal process of raising a grievance which employees must follow if they believe they need a formal intervention.
- 3.11 The Complaints Committee can be used as an instrument of appeal when the final stage of this process has been completed and if the complainant is not in agreement with the decisions made to this point.
- 3.12 The procedures and rules of operation of the Complaints Committee are as set down in the Complaints Committee Policy and Guidelines.
- 3.13 The decisions arrived at by the Complaints Committee will be final and binding on all parties.

**4.0 Applicable to:**

All staff

**5.0 Related Document(s):**

Employee Grievance Form  
AWPS Organisational Chart

**6.0 Approval and Review:**

Review Date	May 2025
Approved as Policy by:	Mr.Duraid
Date:	
Signature:	
To be Reviewed on:	May 2026

**Employee Grievance Form and Record**

It is the purpose of the Grievance Procedure to establish a method whereby grievances of employees will be resolved fairly and effectively. The filing of a grievance will in no way prejudice the status of the employee.

Name:	Job Title:
Email:	Department:
Reporting to:	
Statement of Grievance: (Background/date/activity leading to complaint etc)	
Remedy Requested:	
Employee's Signature	Date:
Date the immediate line manager was notified	Date:

Date the Principal was notified	Date:
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