



Grievance & Whistleblowing Policy

Date Implemented: 1 August 2023

Date updated: 1 August 2025

Next Review Date: 1 August 2027

Policy Responsibility: Head of HR

Review and Approval: Executive Principal / Heads of Schools

Purpose

This policy aims to:

- Provide a clear process for employees to raise concerns, complaints, or grievances related to their employment.
- Encourage employees to report any unlawful, unethical, or improper conduct that may affect the school, its staff, students, or stakeholders.
- Ensure all concerns are addressed fairly, confidentially, and without fear of retaliation.
- Promote a safe, transparent, and ethical working environment in alignment with UAE Labour Law and Knowledge and Human Development Authority (KHDA) guidelines.

Scope

This policy applies to:

- All employees of the school (teaching, administrative, and support staff).
- Contractors, consultants, and volunteers working within the school environment.

Definitions

- **Grievance:** A formal complaint raised by an employee about a work-related issue, such as conditions of employment, treatment by colleagues or management, discrimination, or breach of policy.
- **Whistleblowing:** The act of reporting unlawful, unethical, or unsafe practices or behaviors that affect the school or its stakeholders.
- **Retaliation/Victimisation:** Any negative action taken against a person for raising a concern in good faith, including dismissal, demotion, harassment, or discrimination.

Guiding Principles

The school is committed to handling grievances and whistleblowing reports in a manner that is:

- **Fair and Impartial:** All parties will be treated with respect and given an opportunity to present their case.
- **Confidential:** Information will be shared strictly on a need-to-know basis.
- **Timely:** Concerns will be addressed promptly.
- **Non-Retaliatory:** No employee will be penalised for raising a concern in good faith.
- **Transparent:** Outcomes will be communicated clearly to involved parties.

Grievance Procedure

Informal Resolution

Employees are encouraged to first attempt to resolve concerns informally by discussing the issue directly with the individual involved or their line manager. Many issues can be resolved quickly through open dialogue.



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Formal Grievance Process

If the matter cannot be resolved informally, the following steps should be followed:

Step 1: Written Complaint

- The employee submits a written grievance to their line manager or Head of HR using the **Grievance Form**.
- If the complaint involves the line manager, it should be submitted directly to Head of HR or the Principal of the School.

Step 2: Acknowledgment

- Head of HR will acknowledge receipt of the grievance within **3 working days**.

Step 3: Investigation

- Assigned Lead Investigating Officer will conduct a fair and impartial investigation, which may include interviews with relevant parties and a review of evidence.
- Investigations should normally be completed within **10 working days**, unless additional time is required.

Step 4: Outcome & Resolution

- A written decision will be provided to the employee, including any actions to be taken.
- Where appropriate, mediation or follow-up meetings may be scheduled to ensure the resolution is implemented effectively.

Step 5: Appeal

- If the employee is not satisfied with the outcome, they may appeal in writing to the School Principal or the Governing Board within **5 working days** of receiving the decision.
- The appeal decision will be final.

Whistleblowing Procedure

Reportable Concerns

Employees should report concerns about:

- Fraud, theft, or financial mismanagement.
- Child safeguarding or student welfare breaches by employees.
- Serious violations of health and safety standards.
- Breach of KHDA regulations or UAE laws.
- Harassment, discrimination, or abuse of authority.
- Any unethical or unlawful behaviour.

Reporting Channels

- **Internal Reporting:**
Concerns can be reported to the Head of School, the Executive Principal or Head of HR who is the designated Whistleblowing Officer using the **Whistleblowing Reporting Form**.
- **Child Safeguarding or Student Welfare Breaches by Employees:**
Concerns should be reported directly to the relevant Designated Safeguarding Lead who will notify Head of HR and School Principal as appropriate and as per the **Child Protection and Safeguarding Policy** available on our school website.



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- **Confidential Reporting:** Reports can be submitted anonymously via Navex Global Ethics Point Incident Management (EPIM) platform using the below methods:

[Training Video](#)

Mobile Application: alshirawi-mobile.ethicspoint.com

Online: alshirawi.ethicspoint.com

Phone: 800 035704530

QR Code:



- **External Reporting:** Where internal reporting is not appropriate, concerns may be raised with relevant authorities such as KHDA or Law Enforcement Agencies, such as Police.

Investigation

- Upon receiving a report, the Whistleblowing Officer will acknowledge receipt within **3 working days**.
- A confidential investigation will be conducted, and findings will be documented.
- The outcome will be shared with the reporting individual (if known), unless it would compromise confidentiality or legal obligations.

Protection from Retaliation

The school strictly prohibits retaliation against any employee who raises a concern in good faith.

Examples of retaliation include:

- Termination or demotion.
- Harassment or intimidation.
- Negative performance evaluations linked to the complaint.

Employees who believe they have been retaliated against should report immediately to Head of HR or the School Principal.

Responsibilities

- **Employees:** Report concerns promptly and honestly.
- **Managers:** Promote an open, fair environment and address issues quickly.
- **HR Department:** Administer this policy, ensure compliance, and maintain confidential records.
- **Principal/Board:** Oversee investigations, protect whistleblowers, and take corrective action where necessary.

Record Keeping

HR will maintain records of all grievances and whistleblowing cases, including:

- Written complaints and investigation notes.
- Correspondence with involved parties.
- Final decisions and actions taken.

Records will be stored securely and retained for **at least 5 years**, in line with UAE data protection requirements.

Confidentiality

- All complaints and investigations will be handled discreetly.
- Information will only be shared with individuals directly involved in the resolution process.
- Breaches of confidentiality by any party may result in disciplinary action.



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Training & Awareness

The school will provide regular training to staff on:

- How to raise concerns appropriately.
- The importance of safeguarding and ethical behaviour.
- Understanding the grievance and whistleblowing processes.

Policy Review

This policy will be reviewed bi-annually by the Head of HR and updated to reflect changes in UAE Labour Laws, KHDA regulations, and best practices.



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