

Parent Process for Sharing Concerns*

Al-Bayan International School understands that a trusting and cooperative relationship between families, school, and the community is best for students. Respectful sharing of concerns helps the school community build and maintain relationships by providing information and feedback to the school, and by providing a valuable opportunity for reflection and learning. BIS recognizes a family's right to share a concern or make a complaint and its responsibility to provide a framework within which to resolve complaints.

On occasion, problems or concerns arise in which a parent may feel that they need to voice a concern. Should this occur, parents are encouraged to share their concerns if there is a problem so that we may work together to resolve any issues and maintain good communication. Some parents may feel that if they were to express a concern, there might be some sort of reprisal or revenge behavior. This is completely unacceptable. Should this occur, it needs to be reported immediately to administration.

What to Do:	What Not to Do:
<ol style="list-style-type: none"> 1. Contact relevant staff member through email, phone, or leave a message at reception. 2. Work with the teacher. Teachers have the most contact with your child and the most influence for helping to solve problems immediately 3. If after discussing the problem with the teacher the problem continues to persist, contact the assistant principal. 4. Ignore all other possibilities. Keep in mind there are usually many perspectives and at least two sides to the story. 5. After these steps, if the problem continues, contact the Principal. 	<ol style="list-style-type: none"> 1. Talk to other students who may have been involved in a disagreement with their child. 2. Avoid speaking to the teacher. 3. Go straight to the Director. The Director has the least contact with your child and has to go through all the channels already described.

COMPLAINT MANAGEMENT CONDUCT

When addressing a complaint, all parties are expected to:

- be considerate of each other's views and respect each other's role
- be resolution focused
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate

*This policy is shared with parents in our Family and Student Handbooks.