



# Complaints and Concerns Policy

2025 – 2026

RVIS -25-01

## Riffa Views International School (RVIS) -Complaints and Concerns Policy (for Staff)

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DOCUMENT CONTROL	
Policy Reference	Academic Integrity Policies – RVIS -25-001
Date Adopted	August 2025
Last Review Date	August 2025
Next Scheduled Revision (yearly)	April 2026



## 1. Purpose

This policy provides staff with a clear, respectful, and structured process to raise work-related concerns. It ensures that issues are addressed promptly and fairly while maintaining trust and a positive work environment. Safeguarding and whistleblowing matters are governed under separate RVIS policies.

## 2. Scope

This policy applies to all RVIS employees. It covers general concerns such as workplace conditions, interpersonal issues, performance expectations or management practices. It does **not** include:

- Safeguarding concerns
- Allegations of serious misconduct
- Whistleblower-related issues

These are handled through RVIS's separate **Safeguarding** or **Whistleblower** policies.

## 3. Guiding Principles

- Fairness and Confidentiality: All complaints are treated respectfully and confidentially.
- Accessibility: The process is open, transparent, and easy to follow.
- Timeliness: Concerns are raised and resolved promptly.
- No Retaliation: Staff can raise concerns confidently and with full support.

## 4. Definitions

- **Concern:** A minor issue or dissatisfaction, typically informal and easily resolved.
- **Complaint:** A formal expression of dissatisfaction requiring investigation and resolution.



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## 5. Procedure Overview

### Stage 1: Informal Resolution

- Staff are encouraged to address concerns directly with the colleague or supervisor involved in a constructive, private manner.

If uncomfortable or unresolved, escalate to HR or another trusted manager.

- HR logs the concern and works to resolve it, generally within 5–10 working days.

### Stage 2: Formal Complaint

- If informal resolution fails, submit a written complaint via a Complaint Form to HR within 10 working days of the incident.
- HR assigns an impartial Investigator, who collects facts through documentation and interviews.
- HR completes the investigation within 15 working days and provides a written outcome and proposed solution within 5 working days of completion.

### Stage 3: Escalation / Final Appeal

If dissatisfied with the outcome, staff may appeal to the Head of School or a designated senior leader within 5 working days of notice.

The appeal undergoes an impartial review and a final decision is provided within 7 working days.



## 6. Anonymous Complaints

Anonymous complaints may be submitted and recorded, though action may depend on having sufficient detail to investigate. Where patterns are identifiable, efforts will still be made to address broader systemic issues.

## 7. Documentation and Record-Keeping

- HR records all complaints and resolutions.
- Records are kept for at least **2 years** post-resolution, unless otherwise required by law or institutional policy.

## 8. Communication and Training

- The policy is shared with all staff during onboarding and training sessions.
- HR and supervisors receive regular training to handle concerns effectively and impartially.

## 9. Policy Review

HR and school leadership review this policy annually to ensure it remains effective, fair, and aligned with Bahraini labor law and RVIS values.



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