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MARINA INTERNATIONAL SCHOOL GRIEVANCE POLICY

1. Introduction

Marina International School is committed to maintaining a positive, respectful, and supportive working environment for all staff. We recognize that, occasionally, staff members may have concerns or grievances related to their employment. This policy outlines a clear, fair, and structured process for addressing such concerns promptly, in alignment with COBIS accreditation standards, Cambridge International Schools guidelines, and best practices in safeguarding.

2. Scope

This policy applies to all staff members employed at Marina International School, including teaching and non-teaching personnel. It covers a wide range of employment issues, including but not limited to:

- Disputes regarding working conditions
- Interpersonal conflicts or treatment by colleagues or management
- Harassment or bullying
- Health and safety concerns
- Issues related to workplace behavior or practices

Grievances related to professional malpractice, criminal activity, or whistleblowing will be addressed under the school's Whistleblowing Policy.

3. Principles

This policy is guided by the following principles:

- **Fairness and Transparency:** The grievance process will be conducted in a manner that is fair, transparent, and consistent for all staff members. Grievances will be taken seriously and addressed impartially.
- **Safeguarding and Well-being:** The school is committed to safeguarding both staff and students. Grievances related to safeguarding will be treated with priority and handled according to the school's safeguarding policies.

- **Confidentiality:** All grievances will be treated with strict confidentiality. Information will only be shared with individuals directly involved in the grievance process, and any breach of confidentiality will lead to disciplinary action.
- **Non-Retaliation:** Employees will not face retaliation or adverse treatment for raising a grievance in good faith.

4. Exclusions

This policy does not cover:

- Complaints related to professional malpractice or criminal activity, which will be managed under the Whistleblowing Policy.
- Appeals related to pay, grading, or salary disputes, which should be directed to the Human Resources department.
- Grievances raised after employment have ended, except those related to issues that occurred during employment.

5. Informal Resolution

Many grievances can be resolved informally through open communication. Staff are encouraged to first attempt to resolve concerns by directly discussing the issue with the person involved or with their immediate line manager. This approach often facilitates quick resolutions. If the matter is not resolved informally, or if informal resolution is inappropriate, the staff member may proceed with the formal grievance process.

6. Formal Grievance Procedure

If informal resolution is unsuccessful, or the issue is too serious to be addressed informally, staff may initiate the formal grievance process by submitting a written grievance.

6.1 Submitting a Grievance

A written grievance should be submitted to the employee's line manager, or, in cases where the grievance involves the line manager, to the Head of School or Director of Schools. The grievance should include:

- A clear description of the grievance
- Any steps taken to resolve the issue
- The desired outcome or resolution sought

6.2 Investigation

Upon receipt of a grievance, an investigation will be initiated. The scope and nature of the investigation will depend on the complexity and seriousness of the issue. Investigations may involve:

- Interviews with relevant parties
- Collection of evidence
- Review of relevant documents and policies

Employees are expected to cooperate fully with the investigation, which will be completed as promptly as possible. All parties involved will be kept informed of the progress.

6.3 Grievance Hearing

Within two working weeks of receiving the grievance, a hearing will be scheduled to allow the employee to present their case. The employee has the right to be accompanied by a colleague or HR representative. The hearing panel will consist of the employee's line manager, a senior leadership team member, and an HR representative. The panel will consider the evidence presented and make a decision. The outcome will be communicated to the employee in writing within five working days of the hearing.

6.4 Appeal Process

If the employee is dissatisfied with the outcome of the grievance hearing, they may submit a written appeal within two working weeks of receiving the decision. The appeal will be heard by a separate panel of senior management, not involved in the original decision, and may include Board members. The decision of the appeal panel will be final and communicated to the employee in writing within five working days.

7. Collective Grievances

When multiple staff members share the same grievance, they may raise the issue collectively. A representative may be appointed to act on behalf of the group. Once a collective grievance is resolved, it cannot be raised individually by the same employees.

8. Safeguarding Concerns

Grievances involving safeguarding or child protection concerns must be referred immediately to the Designated Safeguarding Lead (DSL). These grievances will be addressed under the school's safeguarding procedures and treated with urgency.

9. Well-being and Support

Marina International School prioritizes the well-being of its staff. Support will be provided to employees experiencing stress, harassment, or other challenges affecting their mental health. This may include access to counseling services, adjustments to working conditions, and other appropriate measures to address workplace stress or conflicts.

10. Confidentiality and Record-Keeping

Confidentiality is crucial throughout the grievance process. All records related to

grievances, investigations, and outcomes will be securely maintained in compliance with data protection laws. Only authorized personnel will have access to grievance records, which will be retained in line with the school's data retention policies.

11. Non-Discriminatory Practices

In alignment with COBIS standards, this policy supports inclusivity and equality. Discrimination based on race, gender, disability, or any other protected characteristic will not be tolerated. Any grievance involving discrimination will be treated with the highest level of seriousness and urgency.

12. Training and Awareness

All staff will receive regular training on handling grievances, especially those related to safeguarding. This training will ensure that staff understand their responsibilities and are equipped to manage grievances fairly and effectively. Training will be reviewed and updated annually to remain compliant with COBIS standards and best practices.

13. Review of Policy

This Grievance Policy will be reviewed annually to ensure it remains current and compliant with evolving legal standards, COBIS accreditation requirements, and Cambridge International Schools' guidelines. The review will take into account feedback from staff and any changes in employment law.

Conclusion

Marina International School is dedicated to fostering a safe, supportive, and fair working environment for all staff. By adhering to this Grievance Policy, we aim to resolve conflicts swiftly and equitably, upholding the values of respect, integrity, and professionalism within our school community.

Reviewed on: 11/2/2025