

Internal Appeals Procedure

1. Purpose

The purpose of this Internal Appeals Procedure is to ensure that students, parents, and staff members have a clear and transparent process to appeal decisions made within the school. This procedure aims to provide an opportunity for concerns to be reviewed fairly and for all parties to have a voice in the resolution process.

2. Scope

This procedure applies to appeals relating to:

- Academic decisions, including grades, assessments, and academic standing.
- Disciplinary actions, including sanctions or suspensions.
- Decisions related to school policies or procedures.
- Any other decision affecting the rights or responsibilities of students or staff.

3. Key Responsibilities

- **Appeals Officer:** Responsible for managing the appeal process and ensuring it is conducted fairly and transparently.
- **School Leadership Team:** Responsible for making final decisions in cases where an appeal is reviewed.
- **Appealing Party (Student/Parent/Staff Member):** Responsible for submitting a formal appeal in writing with clear reasons for the appeal.

4. Steps in the Appeal Process

• Step 1: Informal Resolution

If a student, parent, or staff member is dissatisfied with a decision, they should first seek to resolve the issue informally by discussing it directly with the relevant staff member, teacher, or administrator. Many issues can be resolved through open communication and mutual understanding at this stage.

• Step 2: Formal Appeal Submission

If the matter is not resolved informally or if the individual prefers to proceed formally, a written appeal must be submitted. The appeal should be addressed to the Appeals Officer and include:

- A clear description of the decision being appealed.
- The reason(s) why the individual believes the decision was incorrect or unjust.

- Any supporting documentation or evidence to support the appeal.

The formal appeal must be submitted within **5 working days** of the decision being appealed.

- **Step 3: Acknowledgment of Appeal**

The Appeals Officer will acknowledge receipt of the appeal within **3 working days**. This acknowledgment will include an overview of the next steps in the appeal process and a timeline for resolution.

- **Step 4: Investigation and Review**

Once the appeal is acknowledged, the Appeals Officer will begin an investigation and review of the case. The investigation may involve:

- Speaking with the appealing party to gather more information.
- Reviewing any relevant documentation, including records or reports.
- Consulting with other relevant staff members or individuals involved in the decision-making process.

The Appeals Officer will aim to resolve the appeal within **10 working days** of receiving the formal appeal. If the investigation takes longer, the appealing party will be informed of the delay and provided with an updated timeline.

- **Step 5: Outcome of the Appeal**

After reviewing the case, the Appeals Officer will provide a written response to the appealing party, outlining the findings and the final decision. The response will include:

- The outcome of the appeal.
- Any actions or changes that will be made as a result of the appeal.
- Any further steps the school will take to prevent similar issues in the future.

5. Right to Appeal to the School Leadership Team

If the appealing party is dissatisfied with the outcome of the appeal or believes that the process was not followed correctly, they have the right to appeal to the School Leadership Team. The appeal should be submitted in writing within **5 working days** of receiving the outcome from the Appeals Officer. The School Leadership Team will review the case and make a final decision.

6. Confidentiality

All appeals will be handled confidentially. Information regarding the appeal will only be shared with individuals directly involved in the review process. The identity of the appealing party and details of the appeal will be kept confidential unless required by law.

7. Support for the Appealing Party

During the appeals process, the student or staff member making the appeal may seek support from a trusted advisor, such as a parent, guardian, or senior staff member, who can provide guidance and assistance in preparing the appeal.

8. Communication and Feedback

The school values feedback from students, parents, and staff, and uses it as an opportunity to improve school policies and practices. All appeals will be reviewed to identify any recurring issues and to ensure fairness in decision-making processes.

Conclusion

This Internal Appeals Procedure ensures that all students, parents, and staff members have access to a transparent and fair process for addressing concerns and seeking resolutions. Hejaeya International School is committed to maintaining a supportive environment where all voices are heard and respected.