

## **CHARTER FOR IIS PARENTS**

### **ABOUT INDIAN INTERNATIONAL SCHOOLS IN KSA**

Indian International Schools (IIS) in KSA constitute 10 Schools present across KSA. These schools are affiliated to the CBSE and aim to provide education to the Indian Community in KSA. The schools cater to the academic needs of the students with an endeavour that principles of good educational ecosystem are provided uniformly.

Indian International Schools established in the Kingdom of Saudi Arabia are run under the patronage of the Embassy of India and monitored by the Ministry of Education, Kingdom of Saudi Arabia. These schools are governed by a well-defined Charter issued by the Ministry of Education, Kingdom of Saudi Arabia. For functional efficacy, the schools are assisted through mechanisms established under the Charter, by formulation of 'Management Committees' headed by a Chairman. Each School has a Management Committee. The School Management Committees report to a Higher Board which oversees the functioning of the all the Indian Schools, in accordance with the Charter promulgated through Ministry of Education, Kingdom of Saudi Arabia. The schools are supervised by the Embassy through the Higher Board and Management Committees, which are responsible for School affairs.

IIS endeavour to provide high quality education to children of Indian Community members in KSA and assist in their holistic upbringing to develop future citizens of India who will earn their place of pride in tomorrow's world.

IIS education is also open in specific cases to persons of other nationalities in KSA who wish to educate their children in the Indian education system given its high esteem in the world.

### **PARENT'S CHARTER IIS KSA**

IIS extends its gratitude to each parent for having chosen to make IIS a partner in your child's upbringing and strives to assure the following:-

**(a) Your child shall always be at the core to our endeavours:**

IIS will always place the student at the centre of school life to secure and assure outcomes for students through learning and holistic development. We shall do this by providing your child an environment that is: -

**Safe & Secure:** Physically and emotionally, ensuring adequate care and supervision. The School prohibits any forms of bullying, corporal punishment, body shaming and has a zero-tolerance policy for harassment. We believe safety of our students to be a prerequisite.

**Stimulating:** The Academic environment is designed to encourage innovation in teaching and learning from teachers, as well as fellow students - who are encouraged to share their diversity of views and experiences.

**Holistic Development:** We will focus on developing mental, physical, moral & cultural qualities that make a complete and truly educated individual.

**(b) Respecting and valuing the role of a parent and, recognising that their awareness and participation is a contributor to the learning environment.**

IIS commits to a consultative approach involving the stakeholders i.e teachers, students and parents and encouraging their continuous engagement towards achieving stated goals.

As a parent you entrust us with the upbringing of his child making us a significant partner and IIS will always take this responsibility seriously.

IIS will inform and involve you by giving you feedback that is constructive via means available.

We will listen to and action where possible. Your feedback is expected in a responsible manner and we will endeavour to collaboratively work for the development of your child.

**(c) Provide parents with essential information such as on student and school performance:**

IIS will provide on-going and structured feedback to you as parent and to our students via parent teacher meetings, circulars, student diary, school website etc as relevant to the message, on

Performance of the Student – academic, holistic, developmental needs,

Performance of the School in key areas such as academic, financial results via published audited results on the website, information on key issues and developments affecting the school, students at large, and your child in particular.

**(d) Inviting feedback, comment and observations to develop a listening culture within the laid down structures.**

IIS respects that communication is an exchange of ideas and will always listen and be open to suggestions. IIS will fully consider your suggestions and comments and staff will respond to you within maximum of seven working days.

We will maintain multiple channels of communication in providing processes for grievance and complaint resolution, including mediation and remediation such as: IIS website, suggestion box, Parent – teacher interactions. Senior Staff of the school and the Principal will be accessible subject to prior appointments based on mutually convenient schedules.

A table of escalation is provided below for your ease.

**(e) Ensuring courtesy, confidentiality and equality of esteem.**

IIS will always treat all parents, students and stakeholders with equal courtesy and maintain confidences (unless required by law to divulge them). We deem equality and fairness to all as a basic operating principle and a value to practice and teach. If you ever feel this has been breached, please contact us per the above grievance resolution grid below.

**(f) Fairness & Transparency.**

IIS will use these as operating principles at all times. We respect your Right to Know and Information and to fair treatment. This will be demonstrated in the following ways:-

Mark academic grades.

Treat Parents /students' rights v/s other students, teachers and authorities.

Allocate equal resources to students.

Reward or Discipline students.

Inform you on issues relating to the school such as Financial Performance (discussed under c), key developments & challenges..

IIS does not charge fees for profiteering. Our fees will be always based on fairness. Changes in fee structure & justification will be informed to you in advance in keeping with KSA Law to enable you to consider alternatives if you choose to do so.

### Grievance resolution Grid:

In case you have any Grievances, please escalate them as follows:

Issue's related to:	Primary Contact for escalations & Contact Hours (By appointment only please)	Email/Office Phone
<b>Academic</b> All Classes	- H.M.s - 1:30 p.m. to 2:30 p.m.	Boys - <a href="mailto:vpb@iisburaidah.org">vpb@iisburaidah.org</a> , 0163840887-107 Girls - <a href="mailto:hmg@iisburaidah.org">hmg@iisburaidah.org</a> , 0163840887-106
<b>Administrative</b>	- Principal, IISB - 1:30 p.m. to 2:30 p.m.	<a href="mailto:principal@iisburaidah.org">principal@iisburaidah.org</a> , 0163840887-101
<b>Financial</b>	- Principal, IISB - 1:30 p.m. to 2:30 p.m.	<a href="mailto:principal@iisburaidah.org">principal@iisburaidah.org</a> , 0163840887-101
<b>Sports &amp; Extra Curricular Activities</b>	- H.M.s - 1:30 p.m. to 2:30 p.m.	Boys - <a href="mailto:vpb@iisburaidah.org">vpb@iisburaidah.org</a> , 0163840887-107 Girls - <a href="mailto:hmg@iisburaidah.org">hmg@iisburaidah.org</a> , 0163840887-106
<b>Health issues</b>	- H.M.s - 1:30 p.m. to 2:30 p.m.	Boys - <a href="mailto:vpb@iisburaidah.org">vpb@iisburaidah.org</a> , 0163840887-107 Girls - <a href="mailto:hmg@iisburaidah.org">hmg@iisburaidah.org</a> , 0163840887-106
<b>Others</b>	-	

If your grievance is not satisfactorily addressed in seven working days please contact:

Principal, IISB

The grievance can also be raised to the School Management Committee, the Higher Board and School Observers in case the matter is required to be escalated.

### **PARENT'S RESPONSIBILITY TO IIS**

For IIS to support the Parent's Charter effectively, the following co-operation is requested from Parents:

1. **Active involvement in the holistic development of their Child with the School authorities without interfering in School affairs.**
2. **Timely payment of Fees which enables us to support the IIS system's objectives and provides for its financial security.**

3. **Mutual respect to all stakeholders of the School.**
4. **Refrain from disruptive and damaging behaviour that is against the interests of IIS and adopt use of proper grievance resolution channels.**
5. **Actively participate in providing constructive feedback.**

**In case any Parent is unable to honour this charter and wishes to withdraw their child from IIS, the matter will be dealt with expeditiously and a transfer certificate issued after clearance of financial dues and obligations. The School shall reserve the right to seek action against parents who indulge in causing intended damage to Schools' reputation, its functionaries and authorities that are entrusted with this responsibility, in which case such parents would be advised to seek admission of their children/ wards in institutions as deemed appropriate by them.**

**We look forward to working together to build the future of your child and our nation.**