

# **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:**

<b>Issue's related to:</b>	<b>Primary Contact for escalations &amp; Contact Hours (By appointment only please) Detailed School Timings are mentioned in Table below</b>	<b>Email/Office Phone</b>
<b>Academic</b>	<b>Principal (A)</b>	<b>Email: <a href="mailto:principal@iisjubail.org">principal@iisjubail.org</a> Phone: 013-3624130-221 Mobile: 0535554818</b>
<b>Boys(All Sections)</b>	<b>VP- Boys Section</b>	<b>Email: <a href="mailto:vpbs@iisjubail.org">vpbs@iisjubail.org</a> Phone: 013-3624130-225 Mobile: 0535554818</b>
<b>KG, JPS and Girls (All Sections)</b>	<b>VP- Girls Section</b>	<b>Email: <a href="mailto:vpgs@iisjubail.org">vpgs@iisjubail.org</a> Phone: 013-3624130-301</b>
<b>LKG and UKG (Boys and Girls)</b>	<b>Head Mistress- KG Section</b>	<b>Email: <a href="mailto:hmkgs@iisjubail.org">hmkgs@iisjubail.org</a> Phone: 013-3624130-281</b>
<b>Class 1 (Boys and Girls) and Class 2(Boys)</b>	<b>Head Mistress- JPS</b>	<b>Email: <a href="mailto:hmjps@iisjubail.org">hmjps@iisjubail.org</a> Phone: 013-3624130-101</b>
<b>Classes 3 to 5 (Boys)</b>	<b>Head Mistress- SPBS</b>	<b>Email: <a href="mailto:hmspbs@iisjubail.org">hmspbs@iisjubail.org</a> Phone: 013-3624130-231</b>
<b>Classes 2 to 4 (Girls)</b>	<b>Head Mistress- SPGS</b>	<b>Email: <a href="mailto:hmspgs@iisjubail.org">hmspgs@iisjubail.org</a> Phone: 013-3624130-401</b>
<b>Classes 6 to 8 (Boys)</b>	<b>Head Master (A)- Secondary BS</b>	<b>Email: <a href="mailto:hmsbs@iisjubail.org">hmsbs@iisjubail.org</a> Phone: 013-3624130-239</b>

Classes 5 to 8 (Girls)	Head Mistress- Secondary GS	Email: <a href="mailto:hmsgs@iisjubail.org">hmsgs@iisjubail.org</a> Phone: 013-3624130-303
Classes 9 to 12 (Boys)	Head Master-Sen. Secondary BS	Email: <a href="mailto:hmssboys@iisjubail.org">hmssboys@iisjubail.org</a> Phone: 013-3624130-234
Classes 9 to 12 (Girls)	Head Mistress-Sen. Secondary GS	Email: <a href="mailto:hmssgirls@iisjubail.org">hmssgirls@iisjubail.org</a> Phone: 013-3624130-302
Administration	VP-Admin	Email: <a href="mailto:vpadmin@iisjubail.org">vpadmin@iisjubail.org</a> Phone: 013-3624130-226 Mobile: 0555023135
Finance/Accounts	Finance Officer	Email: <a href="mailto:financeofficer@iisjubail.org">financeofficer@iisjubail.org</a> Phone: 013-3624130-246 Mobile: 0503175556
Sports & Extra Curricular Activities	Physical Education Teacher	Phone: 013-3624130-283
<b><u>Health issues</u></b> KG Section and Classes 3 to 12 (Boys)	First Aid In Charge for KG and Boys Section	Phone: 013-3624130-230
Class 1 (Boys and Girls) and Class 2(Boys)	First Aid In Charge- JPS	Phone: 013-3624130-106
Classes 2 to 4 (Girls)	First Aid In Charge- SPGS	Phone: 013-3624130-402
Classes 5 to 12 (Girls)	First Aid In Charge- SJB	Phone: 013-3624130-304
Transportation	Transport Supervisor	Email: <a href="mailto:transport@iisjubail.org">transport@iisjubail.org</a> Phone: 013-3624130-227 Mobile: 0535552875
Exam Dept.	Controller of the Examination	Email: <a href="mailto:coe@iisjubail.org">coe@iisjubail.org</a> Phone: 013-3624130-284
IT Dept.	IT-Admin	Email: <a href="mailto:webmaster@iisjubail.org">webmaster@iisjubail.org</a> Phone: 013-3624130-100 Mobile: 0555021095
Career Guidance	Career Guidance In Charge	Email: <a href="mailto:cgce@iisjubail.org">cgce@iisjubail.org</a> Phone: 013-3624130-282
Counselling	Counsellor	Email: <a href="mailto:cty@iisjubail.org">cty@iisjubail.org</a> Phone: 013-3624130-285



## SCHOOL TIMINGS

SL. NO	CLASS	TIMINGS
1	LKG	8.15 AM to 11.45 AM
2	UKG	7.30 AM to 11.45 AM
3	Classes 1 and 2	7.45 AM to 1.15 PM
4	Classes 3 to 12 (Boys')	8.15 AM to 2.15 PM
5	Classes 3 to 12 (Girls')	7.30 AM to 1.30 PM

FEE COUNTER TIMINGS	OFFICE TIMINGS
Sunday to Thursday 7.00 AM to 7.00 PM	Sunday to Thursday 7.30 AM to 1.30 PM 2.30 PM to 4.30 PM
Saturday 8.30 AM to 11.30 AM	Saturday 8.30 AM to 11.30 AM

**Official time for Parents to meet the Principal on all working days:**

**Sunday to Thursday: 5.30 PM to 6.30 PM**

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

Principal, **Dr. Naushad Ali**

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.



*Naushad Ali*  
**PRINCIPAL** 07/10/19