13.3 Escalation Steps if Grievances Are Not Resolved

Step 1: Class teacher/assigned officer

Step 2: Head Teacher/Deputy

Step 3: School Management/Committee review

Step 4: Where required, report to the relevant education authority or legal/regulatory bodies

Deadlines for responses should be defined (e.g., acknowledge within X days; resolve within Y days where feasible).

14. Cultural Awareness and Inclusion Policy

14.1 Promotion of Diversity and Inclusion

The academy values all learners and promotes respect across cultures, languages, traditions, and religion. Learners must not practice discrimination or exclusion.

14.2 Respecting Various Cultural Backgrounds

Learners are encouraged to:

- Respect cultural practices that do not conflict with school rules and safety
- Work positively with classmates from different backgrounds

School events may include cultural days or programs celebrating diversity.

14.3 Education on Cultural Sensitivity

Teachers integrate lessons on respect, empathy, and inclusion into classroom activities. Learners participate in discussions, assemblies, and activities that build understanding. Staff model inclusive behavior and handle cultural misunderstandings fairly.

15. Staff Policies

15.1 Code of Conduct for Teachers and Staff

Staff must maintain professional behavior, punctuality, and accountability. Staff should:

- Treat learners with respect and fairness
- Provide equitable attention
- Maintain confidentiality of learner matters
- Use safe, ethical teaching methods (no humiliation, no corporal punishment)

Staff must follow school procedures for recordkeeping, supervision, and reporting.

15.2 Professional Development Requirements

Staff participate in:

- In-house training workshops