



AIS Open Communications Policy

As a basic element of AIS's Community Principles is the belief that open, respectful and honest communications between members of the AIS community are key. In furtherance of these communications, AIS has adopted an Open Communications policy. Through the Open Communications policy any member of the AIS community—student, parent, staff or faculty or school leader—may discuss and seek resolution of issues or concerns of any type, including employment concerns. This is the method of issue resolution that our School requests be used when inevitable concerns arise. Thus, no member of the AIS Community shall be retaliated against or otherwise treated unfavorably as a result of their good faith utilization of this Open Communications policy.

In order for the process to have the best chance of resolving concerns, the concerns must be brought forward under this process in a timely and direct manner. For example, if a member or group of our community has a concern, generally, it will not be helpful if that community member or group begins discussing the concern widely with other members of the community before giving the appropriate party a chance to resolve the concern. Such conduct may be counterproductive and result in concerns festering with no meaningful chance of resolution. Once an Open Communications concern has been initiated, the matter shall be considered under review and thus, AIS requests that parties involved not discuss the matter with others pending outcome of the Open Communications process.

While the mechanics of the Open Communications process may vary based on the situation presented, the following sets forth the general steps which AIS requests be followed. Questions of a general nature about the Open Communications policy and how it works may be directed to AIS's Human Resources Manager who shall have responsibility for responding to general questions regarding the Open Communications policy. With the exception of Step 1, which allows for some personal discretion in terms of with whom to begin the Open Communications process, AIS requests that all other steps of the process be followed in the order specified:

1. Discuss the concern directly with the person(s) involved. While there may be circumstances where direct communication may not be desirable, often concerns are best resolved between those most directly involved in the matter. If for some reason, direct communication is not desirable, the party with a concern or question may proceed to step 2 below.

Example: A faculty member is concerned with a parent's behavior in a parent-teacher conference. The faculty member should try to resolve the issue with the parent directly by suggesting a more constructive tone for the meeting.

2. If direct communication of the concern/issue does not resolve the matter or if direct communication is undesirable for some reason, discuss the concern in a timely manner with that person(s)'s supervisor or the appropriate school administrator.

Example: A parent has a concern with a faculty member's recommendation that the parent engage extra academic support for the student in a particular subject. After discussing the concern directly with the faculty member, the concern should be raised with a department head, grade level leader or appropriate school administrator.

Example: A parent has a concern with the behavior of another parent in carpool. After discussing the concern directly with the other parent, the concerned parent may raise the matter with a faculty member supervising the carpool or a responsible school administrator.

Example: A faculty or staff member has concern over an employment decision made by a specific administrator. After discussing the matter with the administrator, if the employee feels comfortable doing so, the employee should raise the matter with that administrator's supervisor or human resources.

3. If the issue remains unresolved, the concerned party should next raise the issue with the appropriate Head of School (primary, middle or upper) and then ultimately, the School's Headmaster who shall be the final decision maker on matters related to academic issues, personnel matters, discipline concerns, financial/fee payment issues and all matters related to day-to-day operation of AIS.

Example: A student or student's parent has been notified that the student will be asked to leave the school or will not be offered reenrollment for the following year. After discussing the issue with appropriate Head of School, the matter may be addressed with the Headmaster. The decision of the Headmaster shall be final.

4. A matter relating to the Headmaster shall be brought to the attention of the Chairman of the Board of Trustees who shall be responsible for handling or delegating such matter as he/she deems appropriate. **While the Board of Trustees, through its Chairman, may be advised of other matters related to the internal operation of AIS, such as academic issues, personnel matters, discipline concerns, financial/fee payment issues and other such issues, generally the Board's role in reviewing such matters is advisory only and thus, the Board will not be in a position to direct an outcome.**