

# VRIC QURAN SCHOOL GRIEVANCE POLICY

## Overview

A grievance is defined as a complaint by a student or parent/guardian involving the interpretation, application, or alleged violation of Quran school policies and procedures. This policy outlines the proper channels for addressing concerns to ensure timely and respectful resolution across all VRIC Quran School programs.

The VRIC Quran School consists of the following programs:

- **VRIC Hifdh School**
- **VRIC Part-Time Quran School**
- **VRIC Young Scholars Program**
- **VRIC Arabic Institute**
- **VRIC Men's Quran Program**
- **VRIC Men's Hifdh & Tajweed Study Program**
- **VRIC Women's Quran Program**

Each program is structured with a primary teacher for each classroom, a lead teacher overseeing instruction, and a **Quran School Manager** who supervises administrative processes. This policy applies uniformly across all programs.

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## Communication Requirements

- All grievances must be submitted in writing via email to [qs\\_advisory@vric.org](mailto:qs_advisory@vric.org).
  - All communications must be respectful and adhere to Islamic etiquette.
  - Concerns must clearly state the specific issue related to the student, class, or teacher.
  - All concerns must start with the person directly involved with the issue.
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## Grievance Resolution Process

### Step 1: Direct Communication with Teacher/Staff

All concerns, issues, or grievances must start at the source. For example:

- A parent concerned about memorization progress must first communicate with the **classroom teacher**.
- A concern about classroom behavior must be addressed to the **classroom teacher**.
- Questions about curriculum should be directed to the **classroom teacher**.

The mode of communication after the initial email may continue via email correspondence or through an in-person meeting between the concerned parent, student, and teacher. The majority of concerns will be resolved directly through this communication.

**Response Timeframe:** The teacher/staff must respond within **3-5 business days**.

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### **Step 2: Communication with Lead Teacher (Academic Concerns) or Quran School Manager (Administrative Concerns)**

If the parent is not satisfied with the response from Step 1, they may request an appointment (within 14 days) via email to escalate their concern to the appropriate individual:

- **For academic concerns**, escalate to the **Lead Teacher of the respective program**.
- **For administrative concerns**, escalate to the **Quran School Manager**.

The email should include:

- A summary of the initial concern.
- Steps already taken to resolve the issue.
- Reason for escalation.

**Response Timeframe:** The Lead Teacher or Quran School Manager must respond within **5-7 business days**.

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### **Step 3: Communication with VRIC Quran School Advisory Committee**

If the Lead Teacher (for academic concerns) or Quran School Manager (for administrative concerns) is unable to resolve the issue, the parent may escalate the matter to the **VRIC Quran School Advisory Committee**. This should only occur after Steps 1 and 2 have been completed. The committee will review the matter and provide a final recommendation.

**Response Timeframe:** The Advisory Committee must respond within **10 business days**.

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## **Urgent Matters Protocol**

If a grievance involves **immediate safety concerns**, such as student well-being or legal matters, parents should escalate directly to the **Lead Teacher, Quran School Manager, or VRIC Administration** for urgent review.

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## Communication Chart

For clarity on whom to contact for specific concerns, please refer to the communication chart below:

<b>Concern Type</b>	<b>First Contact (Step 1)</b>	<b>Second Contact (Step 2)</b>	<b>Third Contact (Step 3)</b>
Memorization Progress	Classroom Teacher	Lead Teacher	VRIC QS Advisory Committee
Behavior/Conduct	Classroom Teacher	Lead Teacher	VRIC QS Advisory Committee
Administrative	Office Staff	Quran School Manager	VRIC QS Advisory Committee
Program Policies or Grievances	Lead Teacher	VRIC QS Advisory Committee	-

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## Important Notice

Valley Ranch Islamic Center Quran School reserves the right to ask a family to withdraw their child from the program if there is a breakdown in communication between the program and the family due to:

- Providing misinformation to the program.
  - Disseminating confidential information about VRIC, its students, teachers, or staff.
  - Verbal or written disrespect toward teachers and staff.
  - Use of uncontrollable or immoral language.
  - Inappropriate actions at VRIC Quran School events or activities.
  - Defaming the VRIC Quran School or the Valley Ranch Islamic Center.
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## Commitment to a Respectful Learning Environment

The VRIC Quran School is committed to maintaining a respectful and productive learning environment for all stakeholders. We appreciate your cooperation in following this grievance policy to ensure effective communication and timely resolution of concerns.

Approved by the VRIC Board of Directors Tuesday March 11, 2025