

AKWA IBOM STATE GOVERNMENT

MINISTRY OF EDUCATION

Service Level Agreement (SLA) for Education Grievance Redress Mechanism

(for Students, Parents, Teachers, Educational Institutions, and Stakeholders)

This SLA is issued pursuant to the applicable education laws, policies, regulations, and standards governing educational administration and service delivery in Akwa Ibom State.

1. INTRODUCTION

This Service Level Agreement (SLA) serves as a comprehensive framework outlining the terms and conditions governing the management and resolution of grievances submitted to the Education Grievance Redress Mechanism Panel of the Akwa Ibom State Ministry of Education. This document is designed to articulate the responsibilities of all parties involved, establish clear timelines for resolution, and set performance expectations to ensure that grievances are handled in a timely, transparent, and effective manner.

The SLA specifically addresses procedures for handling grievances raised by students, parents, teachers, school administrators, educational institutions, communities, and other stakeholders relating to educational administration and service delivery within Akwa Ibom State. The goal of this agreement is to facilitate the efficient and effective resolution of complaints in order to improve educational standards, promote accountability, and strengthen public confidence in the education system. It emphasizes transparency, fairness, responsiveness, and professionalism throughout the grievance redress process.

Key elements of this SLA include:

- I. **Scope of Grievances Covered:** A detailed description of the types of grievances that may be submitted, including admission issues, examination concerns, teacher conduct, infrastructure complaints, and school administration matters.
- II. **Submission Process:** A clearly defined process for submitting grievances, including documentation requirements, communication channels, and points of contact.
- III. **Timelines for Resolution:** Specific timelines within which grievances will be acknowledged, investigated, addressed, and resolved.
- IV. **Performance Standards:** Measurable service standards to ensure accountability and continuous improvement.
- V. **Stakeholder Engagement:** Mechanisms for maintaining communication with complainants and stakeholders throughout the grievance resolution process.
- VI. **Evaluation and Reporting:** A framework for monitoring, evaluating, and reporting on the effectiveness of the grievance redress mechanism.

2. SCOPE

This Service Level Agreement (SLA) specifically addresses grievances related to the following education and school administration issues within Akwa Ibom State:

- i. **Admission and Enrollment Issues:** Complaints relating to school admissions, enrollment processes, denial of admission, transfer procedures, or irregularities in student placement.
- ii. **Examination and Academic Concerns:** Complaints regarding examination conduct, release of results, grading disputes, malpractice allegations, or academic records management.
- iii. **Teacher and Staff Conduct:** Allegations involving harassment, negligence, absenteeism, misconduct, unprofessional behaviour, or abuse by teachers, school staff, or education officials.
- iv. **School Infrastructure and Learning Environment:** Complaints concerning inadequate classrooms, damaged facilities, poor sanitation, lack of learning materials, unsafe school environments, or insufficient educational infrastructure.
- v. **Fees, Levies, and Financial Issues:** Complaints regarding unauthorized fees, illegal levies, payment disputes, scholarship administration, or financial misconduct in schools.
- vi. **Policy and Administrative Complaints:** Concerns relating to implementation of educational policies, disciplinary actions, school management decisions, or administrative delays.
- vii. **Student Welfare and Protection Issues:** Reports concerning bullying, discrimination, abuse, neglect, or violations of students' rights and welfare.
- viii. **Other Education Service Delivery Concerns:** Any additional grievances relating to educational administration, service delivery, school operations, or ministry activities not specifically listed above.

This SLA does not cover private disputes unrelated to educational administration, employment disputes outside the Ministry's jurisdiction, or matters currently under judicial consideration.

3. OBJECTIVES

1. **Ensure Timely Resolution of Grievances:** Establish structured procedures for prompt investigation and resolution of education-related complaints.
2. **Provide Accessible and User-Friendly Complaint Channels:** Create multiple accessible channels such as hotlines, online portals, emails, and physical offices for grievance submission.
3. **Promote Compliance with Education Regulations and Standards:** Encourage adherence to educational policies, ethical standards, and school administration guidelines.

4. **Enhance Operational Efficiency and Stakeholder Satisfaction:** Improve educational service delivery processes and strengthen stakeholder confidence in the education system.
5. **Ensure Fair and Transparent Grievance Resolution:** Apply standardized grievance handling procedures that ensure accountability, impartiality, and transparency.
6. **Support Quality Education and Student Welfare:** Promote safe, inclusive, and conducive learning environments across educational institutions in Akwa Ibom State.
7. **Improve Institutional Processes through Feedback:** Use complaint analysis and stakeholder feedback to strengthen educational policies, administrative procedures, and service delivery.

4. DEFINITIONS

- **Grievance:** A formal complaint or concern submitted by an individual or organization regarding educational administration, school operations, student welfare, academic matters, or related Ministry activities.
- **Complainant:** Any student, parent, teacher, school administrator, institution, community member, or stakeholder submitting a grievance.
- **Resolution:** The process and outcome of addressing and satisfactorily resolving grievance within established timelines.

5. RESPONSIBILITIES

5.1 Authorities/Service Provider Responsibilities

- Provide multiple grievance submission channels (e.g., hotline, online portal, email, physical office).
- Assign trained personnel or a Grievance Redress Committee to investigate and resolve complaints.
- Ensure grievances are handled professionally, transparently, impartially, and confidentially.
- Monitor complaint trends and recommend improvements in educational service delivery and administration.
- Maintain confidentiality and proper documentation throughout the grievance handling process.

5.2 Complainant Responsibilities

- Submit grievances through designated channels with complete and accurate information.
- Respond promptly to requests for additional information or clarification.
- Provide truthful information to support investigations and resolution.
- Cooperate with grievance resolution and escalation procedures.

6. SERVICE LEVELS AND TIMELINES

Stage	Description	Timeline
Grievance Submission	Acknowledge receipt of grievance	Within 2 working days
Preliminary Review	Verify, categorize, and prioritize grievance	Within 2 working days
Investigation	Investigate grievance details	Within 7 working days
Resolution	Communicate resolution to complainant	Within 30 working days
Escalation	Escalate unresolved grievance to higher authority	Within 3 working days of unresolved status
Closure	Confirm grievance resolution and closure	Within 1 working day after resolution

7. ESCALATION MATRIX

Level	Contact Point	Escalation Timeline
Level 1	Grievance Officer	Initial submission
Level 2	Permanent Secretary / Chairman, Education Grievance Redress Committee	After 30 days unresolved

8. PERFORMANCE METRICS

- **Acknowledgment Rate:** 100% of grievances acknowledged within 2 working days.
- **Resolution Rate:** At least 50% of grievances resolved within defined timelines.

- **Stakeholder Satisfaction:** Minimum 85% satisfaction score from grievance feedback.
- **Operational Improvement:** Reduction in recurring education-related complaints through corrective measures and service improvements.

9. GRIEVANCE SUBMISSION CHANNELS

- **Helpline Number:** +2347088021223
- **Office Address:** Block 10 Idongesit Nkanga Secretariat, Uyo, Akwa Ibom State

10. MONITORING AND REPORTING

- **Regular Audits of the Grievance Redress Process:** Conduct periodic audits to assess transparency, responsiveness, efficiency, and compliance with grievance handling standards.
- **Monthly Analysis of Grievance Trends and Resolution Rates:** Analyse recurring educational and administrative complaints to improve policy implementation and service delivery.
- **Publication of Grievance Redress Reports:** Publish periodic reports to strengthen accountability, transparency, and stakeholder confidence in the education system.

11. REVIEW AND UPDATES

This Service Level Agreement (SLA) shall be reviewed annually or whenever significant changes occur in education policies, operational procedures, regulatory requirements, or stakeholder expectations. The review process will ensure continued relevance and alignment with best practices in educational administration and public service delivery.

12. COMPLIANCE AND PENALTIES

Failure to comply with the timelines and standards established in this SLA may result in the following actions:

- **Escalation of Unresolved Issues:** Unresolved grievances may be escalated to higher management for intervention and corrective action.
- **Internal Reviews and Corrective Action Plans:** Persistent non-compliance may trigger operational reviews and implementation of corrective measures.

- iii. **Administrative or Operational Sanctions:** Non-adherence to service standards may attract disciplinary, administrative, or operational sanctions in accordance with applicable education laws and public service regulations.

13. CONTACT INFORMATION

Education Grievance Redress Committee

Ministry of Education, Akwa Ibom State

- **Phone:** +2347088021223