



## SCHOOL'S POLICY ON COMPLAINTS

Introduced: December 2015	Revised: March, 2019
Previous review : 2017	Next Review : March 2021
Implemented by: Principal	

### DEFINITION:

To ensure a smooth running and a complaints-free environment, School's complaint committee addresses the issues pertaining complaints filed against the school. School's complaint committee is formed by the school management.

### PURPOSE:

The purpose of this policy is to address all complaints made against the school and its operation and dealing with them effectively and promptly.

### POLICY:

#### 1. School's Complaint Committee:

- The school establishes a permanent 'school's complaint committee' that considers all complaints in writing, on phone and addresses them in line with school's policies and the ADEK's regulation.
- The complaint committee maintains record of all the complaints and meetings.

#### 2. To resolve the complaints:

- The accused person (pupil / teacher / other staff members) is spoken to, by the Principal in the presence of any one senior management member.
- The matter is resolved as amicably as possible and the parents are intimated in writing.
- Special care is taken to see that the child is not victimized in any way nor feels threatened or frightened because a report has been lodged by the parent.
- If a parent comes in to meet a Supervisor/Principal, the parent is heard to and above all, is given a chance to express his or her point of view.
- If the parent so wishes, the child is sent for, in the presence of the parent to explain as to what



ISO 9001:2015



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happened.

- If the parent does not wish, then the matter is investigated thoroughly after the departure of the parent.
- The child is sent for to the concerned office and his / her side of the story is heard.
- The concerned senior management member is usually present.
- Thereafter, an investigation is conducted to ascertain whether the complaint is genuine, exaggerated etc.
- If a teacher or a member of staff is suspected of being guilty, he / she is sent for again and questioned.
- If necessary, an IM containing a warning is issued.
- If the matter is more serious, the concerned party is asked (in writing) to hand in a written explanation to the Principal within 24 / 48 hours as to why further action should not be taken in the matter.
- This Committee will discuss the concern and decide a best possible solution for the child. The parent needs to be informed in writing and over the phone.
- If the parent request for the change of section then the committee will decide and if it suites the child then the child can be shifted to other section. In this case, section Supervisor will assure that the child is settling well in his/her new class.
- If the Principal feels that the matter may be reported to the police / Press, or ADEC informed as well.
- Once the matter is resolved, the parent is usually called in by the Principal and given details as to what action has been taken.

At all times, the investigating authority must be polite and confidentiality must be maintained. Details of all meetings / discussions must be recorded carefully / preferably a witness should be present. It is imperative that a timely feedback is given to the parent. Above all, the wellbeing of the child must always be kept in mind.

Principal's Approval	
Revised Date	March, 2019

