



## **School Complaints Policy**

The committee dedicated to handling school-related complaints includes the following members:

- Managing Director
- Senior Management Team
- Student Affairs Representative
- Social Worker

### **Procedures and Protocols for Operating Parental Complaints Committee**

In order to ensure the provision of high-quality education, provide a safe and satisfactory environment for students, enhance transparency and trust between the school administration and parents, and offer opportunities for parents to express any concerns or inquiries regarding their children's education, the school has established the following guidelines and protocols for submitting and receiving parental complaints:

- The communication channel through which parents can submit their complaints is the school e-learning platform and school official website. This platform should be announced and readily accessible to parents, with clear instructions on how to submit complaints, including phone numbers and email details.
- Upon receiving a complaint, an SMS or official email will be sent to parents confirming receipt on the same day. For urgent cases, an immediate appointment date will be provided; for non-urgent cases, an appointment will be scheduled within two days.
- The official complaint form provided by the Ministry will be utilized. Parents or individuals with grievances will be requested to complete this form when submitting a complaint.

- Upon receiving a complaint, the school's parental complaint committee will thoroughly review and investigate the matter, diligently collecting relevant evidence and witness statements pertaining to the reported issue.
- An interview with the complainant will be conducted on the scheduled date, ensuring that this appointment does not extend beyond two days from the date of complaint submission.
- The matter will be resolved and the case concluded to the parent's satisfaction within a maximum of three days from the date of complaint submission.
- Once the case is resolved, an SMS/E-mail will be promptly sent to the parents, notifying them that the case has been successfully closed.
- Necessary corrective actions will be implemented when required, and suitable penalties will be applied in cases of non-compliance by any school employee, in alignment with the internal sanctions policy established for school staff. This must be documented and maintained in a dedicated file.
- The procedures followed will be documented in the officially approved complaint form, and signatures will be obtained from both the head of the school's committee and the complainant.
- The report will include a detailed account of the procedures undertaken, accompanied by supporting evidence, either affirming or refuting the case, completed within a maximum period of five days.
- The school reserves the right to implement appropriate measures in response to baseless complaints from a guardian, subject to substantiation and confirmation from the Ministry of Education and Higher Education.
- The action plan to prevent bullying among students will be implemented and updated on a regular basis.
- A regular performance report for the committee will be provided, including the number of resolved and closed complaints as well as those that remain unresolved.
- An annual survey will be administered for parents to measure their satisfaction with the committee's performance.