



ATHENA EDUCATION  
For Social Grace



المدرسة الأكاديمية الدولية  
INTERNATIONAL ACADEMIC SCHOOL

# COMPLAINTS POLICY

2023-24

Principal: Ms. Suhair Salah Hussein

## **OBJECTIVE**

At International Academic School, we welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously. We encourage parents to bring these to our attention as early as possible so that the school can rectify a problem or explain our position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

All staff endeavor to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns at the earliest. The school recognizes that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its staffing body, Middle and Senior Leadership Team.

Many worries or concerns can be managed without the need for formal procedures, providing that the concern is taken seriously and addressed at an early stage. In many cases, the Class Teacher or Homeroom Teacher will be the first point of approach and the issue is resolved immediately. However, formal procedures will need to be invoked when initial attempts to resolve the issue remain unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

The school's objective is to be fair, open, and straightforward when dealing with any complaint/ concern. complaint through dialogue and mutual understanding, and, in all cases, the interest of the child is placed above all other considerations. Sufficient opportunity is provided for any complaint to be fully addressed, discussed, and resolved.

It is expected in any institution that there are occasions when parents or other stakeholders are dissatisfied with the service provided. This policy outlines the steps for directing a complaint and the school's procedures for resolution.

## **RATIONALE**

- Parents who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way

- Parents realize that we will listen and take all complaints seriously
- We take appropriate action where necessary

## COMPLAINT PROCEDURES

- Parents who have a concern or complaint should normally raise these in the first instance with their child's Class/ Homeroom Teacher by letter, email, telephone or by verbally requesting a meeting.
- If the parent is not satisfied with the response of the Class/ Homeroom Teacher or feel that the matter is sufficiently sensitive or serious, he/she should contact the Head of Section who will then be able to liaise with relevant staff, put the parent in contact with the appropriate member of the Senior Management Team or refer the parent directly to the Parents' Relations Officer.
- In case a parent feels that the matter is of immense importance or sensitivity and wishes to escalate the concern to a higher authority, the matter must be referred to the Head of the Section to seek his/her advice in the first instance.
- On matters of grave concern, a parent can also write directly to the Principal. The issue would however be referred to and discussed with appropriate members of the School Management Team.

## THE NEXT STEPS:

### Immediate Response:

**Verbal Complaints:** If a parent raises a concern face to face or by telephone, the matter will be attended to and resolved immediately if possible.

**Written Complaints:** If the parent sends a complaint/ suggestion in writing, a response will be received within two working days, acknowledging the letter, and explaining how the school proposes to proceed.

**Considered Response:** In certain circumstances, the person contacted may need to discuss the issue with one or more colleagues and reflect further before a response can be made.

In such situations:

- The parents will be informed of a date by which they will receive a further response.
- If a detailed explanation of the issue is needed, a letter or report will be sent to the parents as quickly as possible, informing them of the outcome of the complaint and action taken or proposed.
- Alternatively, the parents may be invited to a meeting at the school.

- A written record of all significant parental complaints and their outcomes will be kept by the Head of Section.
- All complaints will be dealt with within 4 working days.
- Where a complaint is considered more complex and requires additional time for investigation, the lead investigator will keep the complainant informed with a realistic timeline.

## **COMPLAINT TYPES AND RESOLUTION PROCESSES**

- **Students Learning and Teaching**

**Stage 1** - Initial complaint directed to the Class Teacher or Homeroom Teacher to be resolved and feedback provided

**Stage 2** - Initial complaint directed to the Head of Department (Middle & High School) or Phase Principal (Elementary) to be resolved and feedback provided

**Stage 3** - Forwarded to the Vice Principal for investigation and feedback

**Stage 4** - Forwarded to the Principal for final resolution

- **Students Behavior, Emotional Wellbeing or Support**

**Stage 1** - Initial complaint directed to the Class/ Homeroom Teacher to be resolved and feedback provided

**Stage 2** - Initial complaint directed to the Head of Section (Middle & High School) or Phase Principal (Elementary) to be resolved and feedback provided

**Stage 4** - Forwarded to the Vice Principal for investigation and feedback

**Stage 5** - Forwarded to the Principal for final resolution

- **Operations/Facilities/External Services**

**Stage 1** - Initial complaint directed to the Parents' Relations Officer to be resolved and feedback provided

**Stage 2** - Initial complaint directed to the School Operations' Vice Principal to be resolved and feedback provided

**Stage 3** - Forwarded to the Principal for final resolution

- **A Member of Staff**

**Stage 1** - Forwarded to the Vice Principal for investigation and feedback

**Stage 2** - Forwarded to the Principal for final resolution

- **A Member of the Leadership Team**

To be directed to the Principal for investigation feedback and final resolution

- **The Principal**

To be directed to the Head Office, either through a mail or phone call

## **CONFIDENTIALITY**

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the School Principal and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

The need to make relevant third parties outside the school aware of the complaint and the identity of those involved cannot be ruled out in some cases. This would be likely to happen when, for example, a child's safety is at risk, or it becomes necessary to refer matters to the police. The parent who has launched the complaint, however, will be kept informed.

## **EVALUATION**

Members of the School Leadership Team are responsible for investigating the process of an unresolved complaint relating to their team and to evaluate the effectiveness of the process in handling the complaint in accordance with this policy. Feedback on improvements in the process is given to the Principal.