

1. Rationale

1.1 AIS recognizes that parents and guardians have a right to raise concerns and complaints they may have and to have them addressed accordingly and appropriately. The schools' approach in dealing with concerns and complaints is based on a commitment to:

- *address the needs of our students and parents*
- *provide Islamic, stimulating and advanced learning environment*
- *provide a safe and supportive learning environment*
- *build relationships between students, parents and staff*

1.2 This policy and its related procedures are to ensure that concerns and complaints are dealt with in a fair and translucent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

1.3 The policy allows parents' concerns/complaints about schools' issues to be dealt with efficiently and sensitively, and at the appropriate level.

2. Aims

2.1 *The policy aims to ensure that:*

- all complaints and concerns from parents/guardians, (and also students and others) are dealt with as quickly and sensitively as possible, and by the person best able to do so;
- as far as possible all concerns should be dealt with as informally as possible;
- a parent, student or other complainant should be able to expect to have a response to their complaint within 3-5 school working days of having made the complaint. This may be an acknowledgement of the complaint, if not the final response. However, certain concerns can be resolved immediately.

3. Types of Concerns and Complaints:

3.1 Parents' concerns and complaints most commonly relate to:

- financial and administrative issues;
- Registration (files, documentation, Noor System, etc.)
- academic (course programme, unsatisfactory teaching, too much/too little homework, weekly plans, student academic progress in a particular subject, absence, leaves etc);
- pastoral (discipline/indiscipline, inappropriate sanctions, bullying, overall progress of the student, unhappiness of child etc);
- child protection (allegations against staff, handling of sensitive issues)

- student well-being/welfare and health and safety issues

3.2 For the purposes of the policy:

- ❖ a **'concern'** is a subject of interest (because of its importance and effect) which is raised informally in order to improve or change a situation. **For example:**

I believe that the schools' extra-curricular activities program is inadequate. I don't think that it caters for students who have well-developed skills and who need to be involved in competitive sport. I think the school should review its policy in this area.

- ❖ a **'complaint'** is an expression of criticism or resentment where the complainant is seeking reparation or justice. **For example:**

My son/daughter's Math teacher is not following the weekly plan and continuously shouting at the students when they ask him/her questions. This is totally unacceptable and I want the school management to resolve this issue as soon as possible.

4. Policy Statement

4.1 This policy and its associated procedures cover concerns and complaints about:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- communication with parents
- school fees and payments and general administrative issues
- any other school-related matters except as detailed below.

4.2 However, it's extremely important to emphasize that this policy guide does not cover matters for which there are existing rights of review or appeal. *These matters include:*

- student discipline matters involving expulsions
- complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action
- complaints by Department's employees related to their employment
- student critical incident matters or other criminal matters.

5. Implementation

5.1 Summary Guide Process (Please see appendix 1 and 2 of this policy guide)

Raising a concern or complaint and parent concern and complaints process.

5.2 Raising a concern or a complaint

It must be made that parents/guardians must strictly follow the processes as outlined in this policy guide. **Failure to do so, may result to your concern/complaint not address accordingly and appropriately.**

Note: Parents should not contact other parents or students about their concerns or complaints as the school will

deal with individual case following the right and correct procedures.

5.3 Formal Procedure

- Stage 1: Complaint heard by one of the complaint/concern coordinators (including submitting a ticket on the Online Support Center or completing a complaint/concern form);
- ✚ AIS Parent Relations staff (at Gate 9) will make every attempt/effort to resolve complaints/concerns informally, but if this fails the following procedure will be followed:
 - Stage 2: Complaint/concern is directed to Deputy Principal/Academic Director/Administrative Manager /Registration Manager/Supervisor (including completing a complaint/concern form);
 - Stage 3: Complaint/concern directed to the General Director/ General Deputy.
 - Stage 4: Complaint/concern is directed to Schools' Council to decide on the final outcome.

6. Guidelines in addressing concerns or complaints:

- 6.1 If it is a trivial or a simple verbal complaint is made it might be possible in most cases to resolve it immediately by one of the Parent Relations staff members (*Stage 1*). However, in all cases a complaint/concern should be recorded using the complaints form as necessary.
- 6.2 In more serious cases, or where a Parent Relations staff is uncertain, a parent/guardian will be asked to put their complaint/concern in writing. The case will be directed to the appropriate person/section to deal with it immediately within the given timeframe. This is to ensure that there is no conflict in determining what the complaint consists of and the action taken by person dealing with the complaint/concern.
- 6.3 All complaints will be noted and acted on promptly by the staff member who receives the complaint and a timeframe will be given to the parent/guardian to investigate the complaint/concern.

7. Outcome/Decision Making Process

- 7.1 In a normal circumstances, the Deputy Principal/Academic Director responsible will decide on the outcome of the complaint/concern at this stage, but may delegate the collating of information to other member of staff to investigate the issue before any decision can be taken.
- 7.2 The Deputy Principal/Academic Director will normally resolve the matter within 3-5 school days of receiving notification of the complaint/concern (*Stage 2*).
- ✚ If the Academic Director/Deputy Principal is unable to resolve the issue, it is open to the complainant to make representations to the General Deputy (*Stage 3*).
- 7.3 However, in exceptional circumstances a longer time scale can be agreed, either by agreement with all parties or by a decision of the School Council (*chaired by General Director*) if no agreement is reached.

7.4 AIS senior management will ensure that every attempt to resolve a concern or complaint as quickly as possible. However, if a complaint involves many students and/or complex issues, the management will need more time to investigate and resolve the issues.

RAISING A CONCERN OR COMPLAINT

Appendix 1

ABOUT WHAT/ISSUE	WHO TO CONTACT	HOW
Student Discipline/Behavior Student Suspensions &/or Expulsions, Critical Incidents, Incident of Bullying or Harassment Using mobile phones, smoking etc.	Mr. Wajih Samara Deputy Principal (HS) Mr. Feras Alshare, Deputy Principal (MS) Mr. Bagis Abuhassan, Deputy Principal (PS) Mr. Saleh Zakaria, Deputy Principal (IG, AS, A2)	<ul style="list-style-type: none"> • Telephone, Email • Arrange an appointment <i>(Time: 10 a.m. to 11 a.m.)</i> • Online Support Center
Teacher Discipline Teacher Conduct, Attendance, or Teacher Performance	Mr. Wajih Samara Deputy Principal (HS) Mr. Feras Alshare, Deputy Principal (MS) Mr. Bagis Abuhassan, Deputy Principal (PS) Mr. Saleh Zakaria, Deputy Principal (IG, AS & A2)	<ul style="list-style-type: none"> • Completing a complaint /concern form) • Telephone, Email • Arrange an appointment <i>(Time: 10 a.m. to 11 a.m.)</i>
Academic Classroom Activities, School Curriculum, Learning Program, Assessment or Reporting	Mr. Alee Abdu Kareem Kamara (Academic Director) Mr. Tariq Saeed, Academic Supervisor (MS & HS) Mr. Barhum Asad, Academic Supervisor (PS) Mr. Mohamed Fawzy (SAT Coordinator) Mr. Amanulla Hanifa (IG, AS & A2 Coordinator)	<ul style="list-style-type: none"> • Completing a complaint /concern form) • Telephone • Arrange an appointment <i>(Time: 8 a.m. to 9 a.m.)</i>
School Management Complex student issues, Student Welfare, Staff Members School Policy, School Management, Ministry regulations and policies	Mr. Saad Al Mugairen (General Director) Mr. Faruq Al Hara (General Deputy)	<ul style="list-style-type: none"> • Come in person • Completing a complaint /concern form) • Telephone, Email • Arrange an appointment <i>(Time: 9 a.m. to 10 a.m.)</i>
Administrative, Registration and Fees School Fees & payments Student Registration Schools' Buses General enquiries	Mr. Jamal Saeed (Administrative Manager) Mr Hussein Al-Jassim (Registration Manager) Mr. Omar Al Ansari (Schools' Buses Supervisor)	<ul style="list-style-type: none"> • Come in person • Telephone, Email • Arrange an appointment <i>Time: 8 a.m. to 10 a.m.)</i>

PARENT CONCERNS & COMPLAINTS PROTOCOLS

Appendix 2



GENERAL ADVICE TO FOLLOW THE CORRECT PROCEDURES

AIS staff will listen to your concerns/complaints and work with you to resolve any issues that you might have. AIS staff members and parents are expected to be reasonable and fair to all parties. It is in the best interests of all our children to establish an Islamic and international learning community that ensures the acquisition of responsibility to meet the needs of every child.

In this regard, we are able to maintain our 'Open Door Policy' by requesting your co-operation with the following rules.

Please:

- All visitors to the school must report to the school's Parent Relations desk upon arrival.
- Raise your concern as soon as you can after the issue occurs
- Put it in writing, providing detailed factual information
- Maintain and respect everyone's privacy and confidentiality
- Islamic code of ethics must be observed at all times (**Very Important**)
- Be calm, courteous, honest and sincere
- Recognise everyone has rights and responsibilities that must be balanced
- Respect and understand each other's point of view; value difference rather than judge and blame
- Realise we need to achieve an outcome acceptable to everyone involved
- Class teachers will usually be available for an Open Door meeting at the end of the school day. In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged with the school Parent Relations staff.
- If you feel that the matter needs more than 10 minutes to discuss, then you should phone the Parent Relations to make an appointment to see the member of staff at a mutually convenient time.
- Please make sure you clearly state the purpose of the meeting request.
- **General Director, General Deputy, Academic Director, Deputy Principals, HoDs and Students Counselors** can be seen during the school working hours, but to ensure a meeting, please make an appointment.

AIS Parental Concerns and Complaints Policy

11/07/2015

- Our Parent Relations staff are available during the weekdays between 6:30 a.m. to 2:30 p.m. (Sunday to Thursday) and between 8:00 a.m. to 1:00 p.m. (Saturday).
- Parents are not allowed to raise their voices at any of our staff, particularly in front of children.
- Aggressive or threatening behaviour is also unacceptable and will not be tolerated.
- Parents are not allowed to enter the school without prior notice of the school management.
- Parents/guardians are welcome to discuss academic progress with their respective teachers during our Parent-Teacher conferences in each semester.
- Anyone who misuses the Open Door Policy may be asked to leave the school premises and future meetings will only be held after a prior appointment is made.

Summary of Complaints/Concerns procedure for the Parents/Guardians (stages 1 – 4)

Appendix 3

