

Objective

Together with our teaching staff and parents, we support our students to develop fully their potential in a motivating, multilingual and international learning environment. Our school principles state that “...we believe in maintaining high standards and aspiring to be the best that we can be... In our international community, we know that we are at our best when we all work together. We view active participation in the community, from the most local to the most global, as the foundation of a valuable life.” To that end, the school welcomes feedback, be it positive or negative.

In this context, it is hoped that complaints - or any appeals against decisions made by the school - can be resolved informally. If this is not the case, this policy defines the procedure by which appeals or complaints can formally be lodged.

This policy is aligned with the rights and responsibilities of all parties defined in the KHDA parent-school contract.

Any concerns pertaining to **Child Protection or Safeguarding** must immediately be communicated to the school’s Child Protection Coordinator. Guidance in this respect can be found in the Child Protection Policy.

Stage 1 – Informal Resolution

- It is the school’s intention that complaints are resolved quickly and informally wherever possible.
- If a student/parent wants to question a decision made by the school at any level, then the parent should meet the person directly involved in the decision.
- If the matter is not resolved at this step, parents are encouraged subsequently to approach the relevant senior teacher (e.g. Subject/Programme Coordinator, Grade Leader or Head of Boarding House). Matters of a non-academic nature should be referred to the Section Deputy Head Pastoral.
- That leader will note the matter and log the date on which it is received. If the matter cannot be resolved in a fashion that is satisfactory to all parties within 7 working days, parents may proceed with the formal procedure detailed below.

Stage 2 – Formal Resolution

- If the matter has not been resolved through the informal process detailed above, parents have the right to submit a complaint in writing to the relevant Head of Section.
- The Head of Section will inform the Head of School of the date of the complaint, consider the matter and determine the most appropriate next step.
- In most situations, the Head of Section would then meet with the parents concerned within 5 working days to review the matter. The objective of this meeting is to resolve the matter, with the outcome (successful or not) recorded and signed by both parties.
- If the matter has still not been resolved, parents have the right to pursue their complaint/appeal in writing to the Head of School.
- The Head of School will consider both the written complaint/appeal and the records of the previous meeting(s) to determine the most appropriate next step.
- In most situations, the Head of School would then meet with the parents concerned within 5 working days to review the matter. Again, the objective of this meeting is resolution, with the outcome (successful or not) recorded and signed by both parties.
- If the issue remains unresolved, then the parent shall write an official letter to the Academic Advisory Board. The Board will be required to schedule a hearing in front of a committee comprised of a teacher, a parent, a school leader and a member of this board. None of the members of the committee shall have any connection to the original concern or complaint. The committee shall hear the parent and study the matter within 14 days of receipt of the official letter.
- Legal representation is not appropriate at this hearing.
- Within 5 working days the committee will issue a written report to both the Head of School and to the parent.
- Within 5 working days, the Head of School will communicate the school's position taking into consideration the findings of the report.

Stage 3 – External Resolution

- If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission.

Recording complaints

- A record of all formal complaints/appeals is maintained by the PA to the Head of School. This record details the point at which the complaint was resolved.
- This register is reviewed annually by the Academic Advisory Board.

Confidentiality

- All complaints/appeals are treated seriously.
- All complaints/appeals are handled in confidence except where the school has legal obligations contrary to this principle.