




ABUDHABI INDIAN SCHOOL, BRANCH 1

COMPLAINTS AND SUGGESTIONS POLICY

Name of Policy	: School Complaints and Suggestions Policy
Purpose of Policy	: To inform and ensure that the school complaints and suggestions Policy is clear and understood by all
Approval for this Policy given by	: Principal
Responsibility for its update	: Principal
Date of Approval	: 10-01-2021
Proposed Date of Review	: 01-01-2023
Principal's Signature	: 





COMPLAINTS & SUGGESTIONS POLICY

AIM

At Abu Dhabi Indian School, branch 1, Al Wathba, we all work very hard to build positive relationships with all parents. Our aim is to deal with issues and problems before they become a 'complaint'. However, there is a clear protocol to follow if necessary and the steps to follow and their outcome are outlined in this document.

OBJECTIVE

- Encourage the resolution of concerns and complaints by formal means wherever possible
- Ensure that concerns are dealt with quickly, fully and fairly and within defined time limits where possible
- Provide effective and appropriate responses to concerns and complaints
- Maintain good working relationships between the school and all those involved

POLICY

It is in everyone's best interests in our school and community to communicate well with one another and to ensure that any concerns and complaints are dealt with as quickly and appropriately as possible. In addition, concerns and complaints brought to the attention of the school can be an opportunity to inform, review and help improve school procedures.

KEY PEOPLE FOR COMPLAINT RESOLUTION:

All complaints are brought to the notice of the Principal of the school. She then undertakes to resolve complaints with the key people involved with the issue highlighted. The below listed people are involved with the action on and the resolution of the complaint.

1. Vice Principal
2. Receptionist
3. Class Teacher

4. Physical Education Teacher
5. Systems Analyst
6. School Counsellor / SENCo
7. Academic Supervisor
8. Admin Officer

PROCEDURE FOR COMPLAINT

Parents may send complaints, if any to the following mail id;

info@adiswathba.com

The complaint is brought the notice of the Principal and a confirmation of receipt of the complaint is sent within 24 hours. All necessary steps to investigate the complaint are undertaken and the school is committed to resolution of all complaints as soon as possible. Non-serious issues (may include diary not checked, food not eaten etc..) can be taken through telephone (These are received by the receptionist and noted in a register).

No anonymous complaints will be entertained.

The school authorities provide the complainant with either:

- A written/verbal response, including reasons for the decision, or
- A written/verbal notification that their complaint has been referred to an internal or external agency.

COMPLAINTS MANAGEMENT PHASE

Phase I: Receiving and clarifying the complaint

Complaints can be received thru email or telephonically. These are brought to the notice of the Principal who that activates the concerned people for the resolution of the complaint. All complaints are recorded on a register maintained by the school.

Phase II: Handling the complaint

The concerned people are notified and an investigation into the issue highlighted in the complaint is undertaken.

Phase III: Making a decision about the complaint

The matter is discussed in detail and an action plan identified, this is discussed amongst the people immediately concerned with the issue as well as the Principal and the Vice

Principal. School regulations and policies are kept in mind when the resolution of the complaint is worked upon.

Phase IV: Review Phase

All complaints received by the school will be recorded and explained how they were resolved. Page | 3

If, despite all phases of this policy being followed, the complainant remains dissatisfied with the school authorities, the complainant can approach the higher authorities in the School Management and if the complainant is still not satisfied then they can approach ADEK. The complainant must settle the issues with the school authorities first.

The school will have all the records of all complaints, minutes of the meetings, recommendations to refer to as deemed appropriate or upon the request of ADEK. Those complaints which are of serious in nature and the school authorities feels that ADEK must be involved then the report will be sent to ADEK.

If an anonymous complaint is received it will not be investigated under this procedure unless there are exceptional circumstances serious concerns such as child protection issues or bullying allegations, where the school might consider it appropriate to follow the other policies.