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Rationale:

Dubai Schools believes that students and parents are entitled to expect courteous, prompt and careful attention to their needs, views, opinions and wishes. We take any complaints or concerns that arise seriously, this could involve a student, a parent or a member of staff, or involve a 3rd party service such as transportation. We also welcome suggestions and feedback to improve our schools.

Aims:

The aims of this policy are to ensure that:

- To provide clear guidelines and procedures for all stakeholders to raise a concern or complaint.
- To ensure a safe environment
- To promote an environment of trust, collaboration, and inclusion.

Policy Statement:

This policy may be used by anyone who has a concern, suggestion, compliment, feedback or complaint about any aspects of the school. In essence this will mean the parents and carers of the student, it may also include other members of the local community.

Dubai Schools recognizes and acknowledges the parental entitlement to complain or raise a concern or grievance and will endeavor to work with parents in the best interest of the students in our care. This includes ensuring the a high level of school services including but not limited to the quality of education, stakeholder interactions and relationships, services such as transportation, facility quality, and the overall health, safety, and security of the school.

Dubai Schools culture is open and concerns, grievances, and complaints will be received in a positive manner. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the school, as they are there to help in the first instance. We would ask, however, that together the school and parents present a united front in order to avoid any other school community members, such as other parents, children, or teachers receiving potentially confusing or conflicting messages. We encourage parents to deal directly with the school, and not post on concerns on social media networks, in messaging groups such as WhatsApp, or contacting the media. Additionally, as outlined in the procedures section, please do not approach government entities in the event that you have not first engaged with the schools' procedures and processes for resolving a concern, grievance, or complaint. We will make every effort to resolve any issues within the school setting.

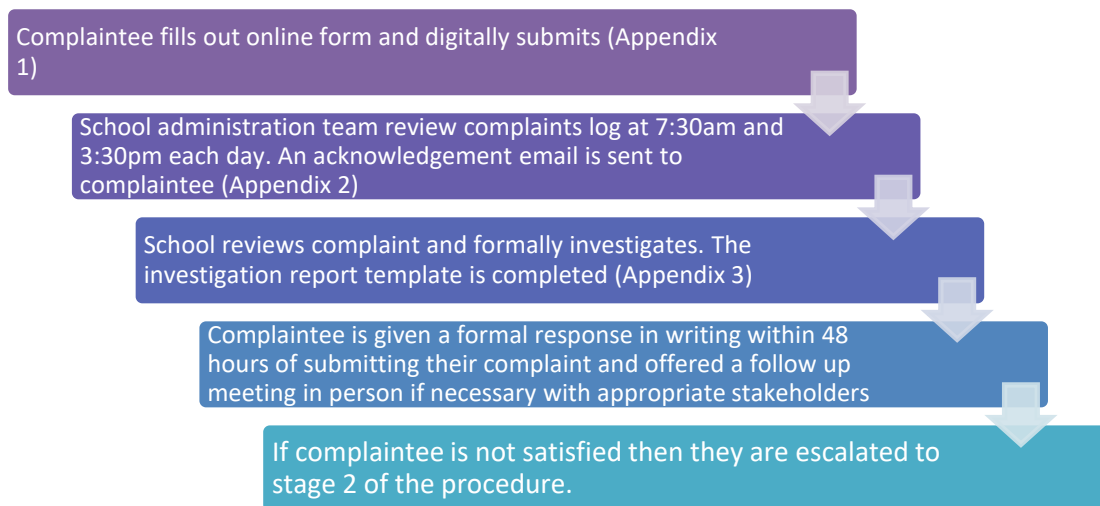
Dubai Schools intends to bring all concerns, grievances, and complaints against the school or a stakeholder to a satisfactory conclusion for all parties involved, to ensure a good quality of service for students and parents , to provide the best practice while following policy guidelines, to guarantee transparency through open communication with parents and staff alike, maintaining a good working relationship between everyone involved in the school.

Confidentiality is vital. All conversations and correspondence will be treated with discretion and respect. The subject of the communication including any personal information will only be shared between staff on a 'need to know' basis. Knowledge of such will be limited to the Principal and/or Head of School and those who may directly be involved. It is the school's policy that complaints made by parents will not have any adverse effect on their children in any way. In the event of some complaints it may be necessary to involve a third party, such as a Government authority and/or the police. Should this be deemed appropriate, the school will ensure the complainant is also aware of this referral at this time.

Policy Procedure for making a complaint**Stage 1 – Informal Discussion / Complaints Form**

The vast majority of complaints can be dealt with informally. There are many occasions where concerns are resolved quickly without the need to submit a formal complaint. Indeed many concerns raised at this stage may not be classified as complaints. Any party contacting the school may choose to contact the Principal or a member of SLT directly of their own accord. In these

cases it will be at the responsibility of the Principal/SLT to direct the person to the complaints form, in which case the Principal/SLT will acknowledge the complaint if it cannot be resolved informally. Please see the flow chart below which clearly explains how to submit a formal concern, grievance, or complaint.



Complainee will have access to an online concern, grievance, complaints form. Each school campus will have a published and accessible complaints access link. This will be shared via School Websites, Weekly news letters, and QR codes in and around the school. Each Dubai School will have their own unique form (Appendix 1). The complainee will submit the their complaint on the appropriate online form (appendix 1). The school administration team review complaints log at 7:30am and 3:30pm each day. An acknowledgement email is sent to complainee (Appendix 2). School administration team will alert the Principal of the complaint and she or her will assign the SLT or Operations team member to investigate the concern, grievance, or complaint. The investigation report template is completed (Appendix 3). The team member investigating the complaint will respond to the complainee formally in writing within 48 hours of submitting their complaint. The complainee will be offered a follow up meeting in person if necessary with appropriate stakeholders. The team member leading the investigation and response is responsible to ensure the complainee is satisfied with the reply and response from the school and if not they are to notify the complainee and the Principal the incident will be escalated to stage 2 of the complaints procedure and process.

All concerns at this stage must be resolved or moved to the next stage within 48 hours of the complaint. Most complaints should be resolved amicably and informally at this stage. If the individual is dissatisfied with the response they have been given and would like to take it further they should proceed to escalate the complaint to Stage 2.

Stage 2 – Escalation to the Superintendent of Dubai Schools

The lead investigator of the complaint will directly email the Superintendent of Dubai Schools with the School Principal in copy. The team member of the investigation should reference the following in the email:

- The School name
- The complaint number (row number of excel live forms submission)
- A access to the investigation report and notes from the outcome / meeting with the complainee
- Express the level of urgency

The Superintendent will aim to meet with the complainant within the next 48 hours from the time of receiving the stage 2 notification. As a result of the meeting, the Superintendent will complete the Superintendent section on the investigation report from (appendix 3). If the Superintendent and complainee are able to agree on a solution and sense of satisfaction with the complainee, the report will reflect agreements and expectations moving forward and ensure that this is communicated, understood, and implemented by the school principal and concerned stakeholders.

In the event that the Superintendent and the complainee are not able to come to an agreement or amiable solution, the Superintendent will make the complainee aware of the procedure to escalate their complaint to stage 3 to KHDA. The Superintendent will ensure that the KHDA will have access to the all reports, and relevant information well in advance of their meeting with the complainee.

Stage 3 – Formal complaint to the KHDA

In the unlikely event that the school or the Superintendent are unable to address an individual's concerns / complaint to their Satisfaction, the individual may wish to approach the regulator. Knowledge and Human Development Authority (KHDA in Dubai) is the regulator and this option can be pursued.

Parents can approach KHDA at any stage of the complaints procedure. KHDA's contact details are as follows:

KHDA
Block 8, Academic City
PO Box 500008
Dubai
UAE

[Link here for KHDA](#)

Tel: [+971-4-3640000](tel:+971-4-3640000)

Toll-Free: [800 KHDA \(800 5432\)](tel:800-KHDA-800-5432)

Appendix 1: Formal Online Complaint Form



Dubai Mirdif Schools Complaint Form

نموذج تقديم شكوى في مدارس دبي مردف

Please complete this form to submit a concern or a complaint that you would like to raise to the management of the school. The school reviews the complaints log every morning and may require up to 48 hours to respond to your concern but will endeavor to respond as soon as possible. In the event of an immediate emergency, please do contact the school principal asap.

We are here to collaborate with you in the best interest of our students, and your feedback and partnership is valuable to us. We want to ensure a high level of satisfaction and are committed to resolving your concern / complaint.

يرجى تعبئة هذا النموذج لتقديم أي شكوى أو ملاحظة ترغبون في إبصالها لإدارة المدرسة، حيث ستقوم إدارة المدرسة بمراجعة سجل الشكاوى والملاحظات كل صباح وسيتم الرد على الشكاوى أو الملاحظات المقدمة خلال 48 ساعة. أما في الحالات الطارئة يمكنك التواصل مع مديرة المدرسة فوراً.

نحن هنا للتعاون مع حضراتكم لأجل مصلحة أبنائنا الطلبة ونسعى لتوفير مستوى عال من الرضا.

1. الأسم الكريم.

Your Name

Enter your answer

2. رقم الهاتف.

Your phone number

Enter your answer

3. البريد الإلكتروني.

Your email address

Enter your answer

4. تاريخ اليوم.

Today's Date

Please input date (M/d/yyyy)

5. أسم الطالب وصفه.

Name and Class Section of your student

Enter your answer

6. موضوع الشكوى / الملاحظة.

Concern/Complaint Topic (You may select more than one)

شكوى / ملاحظة على معلم Teacher

شكوى / ملاحظة على المنهج Academic

شكوى / ملاحظة على الإدارة Leadership

شكوى متعلقة بالصحة والسلامة والمنشآت Health and Safety, including facilities

شكوى / ملاحظة متعلقة برفاهية الطفل/ التنمر Student Well-being / bullying

شكوى / ملاحظة على المواصلات Transportation

شكوى / ملاحظة على التواصل Communication

أخرى Other

7. يرجى ذكر تفاصيل الشكوى (يرجى تحري الدقة- من، ماذا، متى، أين...).

Please describe your concern / complaint (Be as detailed as possible- Who, What, When, Where etc..).

Enter your answer

8. كيف يمكننا مساعدتكم؟ قدموا لنا اقتراحات لنحقق توقعاتكم.

How do you feel we could resolve your issue? Please make a recommendation to help up best meet your expectations.

Enter your answer

Appendix 2: Acknowledgement E-mail

Send

Search, Delete, Reply icons

To: Complaintee Bcc

Cc: Principal

Acknowledgement of your Concern / Complaint Draft saved at 4:39 PM


Dear (Insert name),

Thank you for sharing your concern / complaint via the Dubai Schools (insert school branch) online complaint form. Your complaint number is (insert row number from results spreadsheet). Please know that the school takes any concerns or complaints that arise seriously. We are currently looking into your concern / complaint and will formally respond to you in writing within 48 hours and offer a follow up meeting as necessary. Thank you for your patience while we look into this matter and resolving your concern is a priority. Your satisfaction is important to us.

Kind regards,

Dubai Schools (insert branch)

Appendix 3: School Investigation and Response Report

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|--|--|--------|---------------------------------------|-------|--|
|  <p>مدارس دبي DUBAI SCHOOLS</p> | | | <h2>Complaint Investigation form</h2> | | |
| To be completed by the person leading the investigation | | | | | |
| Name: | | Title: | | Date: | |
| <p>Directions to the investigator:</p> <ol style="list-style-type: none"> 1. Please review the submitted online complaint in the “Responses” tab in MS Forms. “Open in Excel” tab in the response screen and the submitted complaint will be in a “row number” in the Spreadsheet. The row number will be the identifier for the “Complaint No.” 2. In the MS TEAMS School Complaint Log, go to the file tab and into the folder titled, “School Investigation Reports” In this folder create a new folder and name it the “Complaint No. as described in step 1. 3. Please upload this completed investigation form and any other relevant materials into the Complaint number Folder. | | | | | |
| Summary of the Complaint: | | | | | |
| Actions Taken by the School/Investigator: | | | | | |
| Date and time the outcome of the investigate was shared with the complaintee, including offering an in person meeting: | | | | | |
| Did the complaintee accept the meeting? | | | | | |
| Meeting notes: | | | | | |
| Did the complaintee accept the solution/outcome presented by the school? Please explain. | | | | | |
| If the complaintee did not accept the outcome or solution offered, were they offered a follow up meeting with the Superintendent? Did they accept the offer of a meeting? Have you notified the Principal / Superintendent of the outcome? If the complaintee wants to meet the Superintendent then this meeting should be arranged within 48 hours. | | | | | |
| Superintendent follow up meeting notes, actions, agreements and outcomes. Was this case not resolvable? Was the complaintee asked to escalate to KHDA? | | | | | |