

## DH Policy and Procedures for Investigating Complaints and Violations 2024 - 2025

### Introduction

The Ministry of Education and Higher Education (MOEHE) in Qatar ensures that private primary schools adhere to established standards and guidelines to provide quality education. This policy outlines the procedures for investigating complaints and addressing violations related to private primary schools, in alignment with MOEHE's regulatory framework.

### Aim

While we aim to run the daily operations effectively, smoothly, and efficiently, we recognise that certain situations may be resolved unsatisfactorily for parents, students, and the school. This policy regulates procedures should any parent or student wish to make a formal complaint as per the MOE&HE instructions.

This policy explains the rights and responsibilities of students, parents, and staff. It intends to help everyone recognise that responsibilities rest with one another and that there is a procedure to follow if a complaint is to be made.

### Values of the Policy:

- 1 - Providing an environment of mutual respect, open communication, and encouraging expression of opinions.
- 2 - Undertaking all legislation and legal requirements.
- 3 - Treating disputes, complaints, and their parties with justice and fairness.
- 4 - Reinforcing complaints and dispute resolution quickly and accurately.
- 5 - Keeping data and information confidential at all times.

### Policy Outcomes:

- 1 - Using outcomes of the complaint and control in improving and developing schooling.
- 2 - Stability of procedures for treating complaints and violations of private schools.
- 3 - Managing disputes with fairness and transparency for the satisfaction of all concerned parties as possible.

1. Any complaint raised needs to be treated seriously and courteously and given the time necessary for the complainant to feel that the matter has been dealt with properly. It is essential that the complainant has confidence in these procedures and knows that the matter will be investigated impartially and dealt with as quickly as possible.
2. To comply with equality issues, we are sensitive to the individual needs and circumstances of the complainant. No one should be excluded from the system because of their difficulties in representing themselves.
3. We recognise the need for basic information and the complaints procedure to be well-known and easily accessible.
4. The investigation of a complaint will not deal with staff disciplinary matters. If, however, it is concluded that disciplinary procedures should be initiated during the investigation of a complaint, this will be handled separately through the school's Staff Discipline Policy.
5. We recognise that all concerned staff members must always maintain confidentiality. Therefore, all conversations and correspondence must be treated with the utmost discretion. All parties to a complaint must accept that some information sharing will be inevitable if the complaint is to be investigated thoroughly and fairly. Parents must feel confident that a complaint will not disadvantage their child.
6. Edison International Academy - DH must record, monitor, and evaluate all formal complaints.

### Procedure for dealing with complaints

#### Stage 1:

Expression of concern in person or via email to the Principal, the Complaints Committee and/or Team Leader of the respective year group the child is studying in by the complainant.

The Team Leader and Complaints Committee are to respond to the complainant within a maximum of 48 hours (2 working days) and provide the complainant with the necessary information.

Satisfactory outcome or proceed to Stage 2



## **Stage 2: Consideration by the School Principal:**

The Complaints Committee and the School Principal may arrange an appointment to discuss the complaint within 48 hours (2 working days)

The School Principal is to initiate a further investigation and respond to the complainant in writing within five working days of receiving the complaint. If the outcome is satisfactory, proceed to Stage 3.

## **Stage 3: Consideration by the Complaints Committee:**

The complainant asks in writing to be referred to the complaints committee. Complaints Committee to review previous investigation and re-investigate if needed

The Complaints Committee will respond to the outcome of the discussion in writing to the complainant within five days of receiving the complaint. This decision is final.

With your cooperation in following the above Stages, we are sure to be able to address all your concerns appropriately and satisfactorily.

### **Notice:**

The above stated period is the minimum for treating complaints and violations. Working on the complaints and the violations may require a longer period than the above stated ones, according to the details of the complaints or the violation.

## **DH COMPLAINTS COMMITTEE MEMBERS:**

**Ms. Annemie (Chairperson)**

**Ms. Ingrid**

**Ms. Shahira**

**Ms. Ntokozo**

**Ms. Cheryl**

**Ms. Fatima**

**Ms. Doaa Ahmed**

