

D31: SCHOOL COMPLAINTS PROCEDURE POLICY

Rationale:

While at Edison International Academy, we aim at running the daily operations effectively, smoothly and efficiently, we do recognise that certain situations may be resolved unsatisfactorily for parents, students and the school. This policy is to regulate procedures, should any parent or student wish to make a formal complaint.

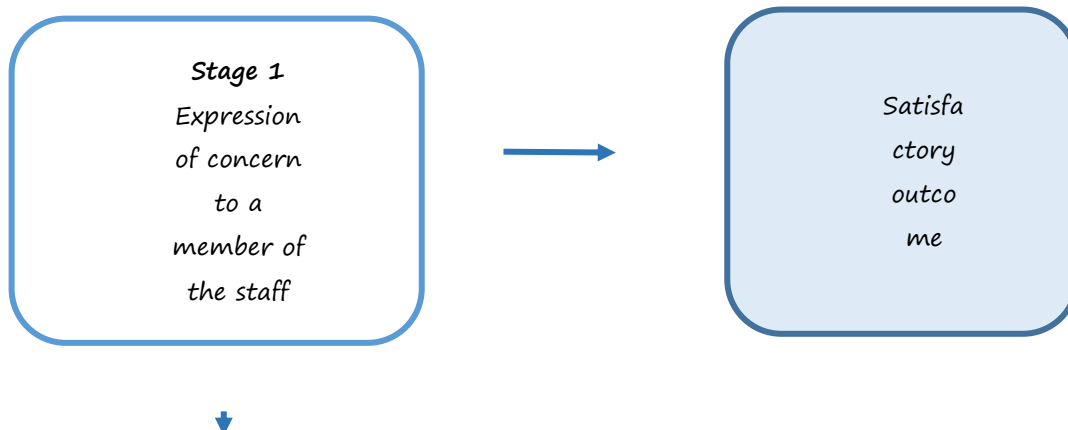
Aims:

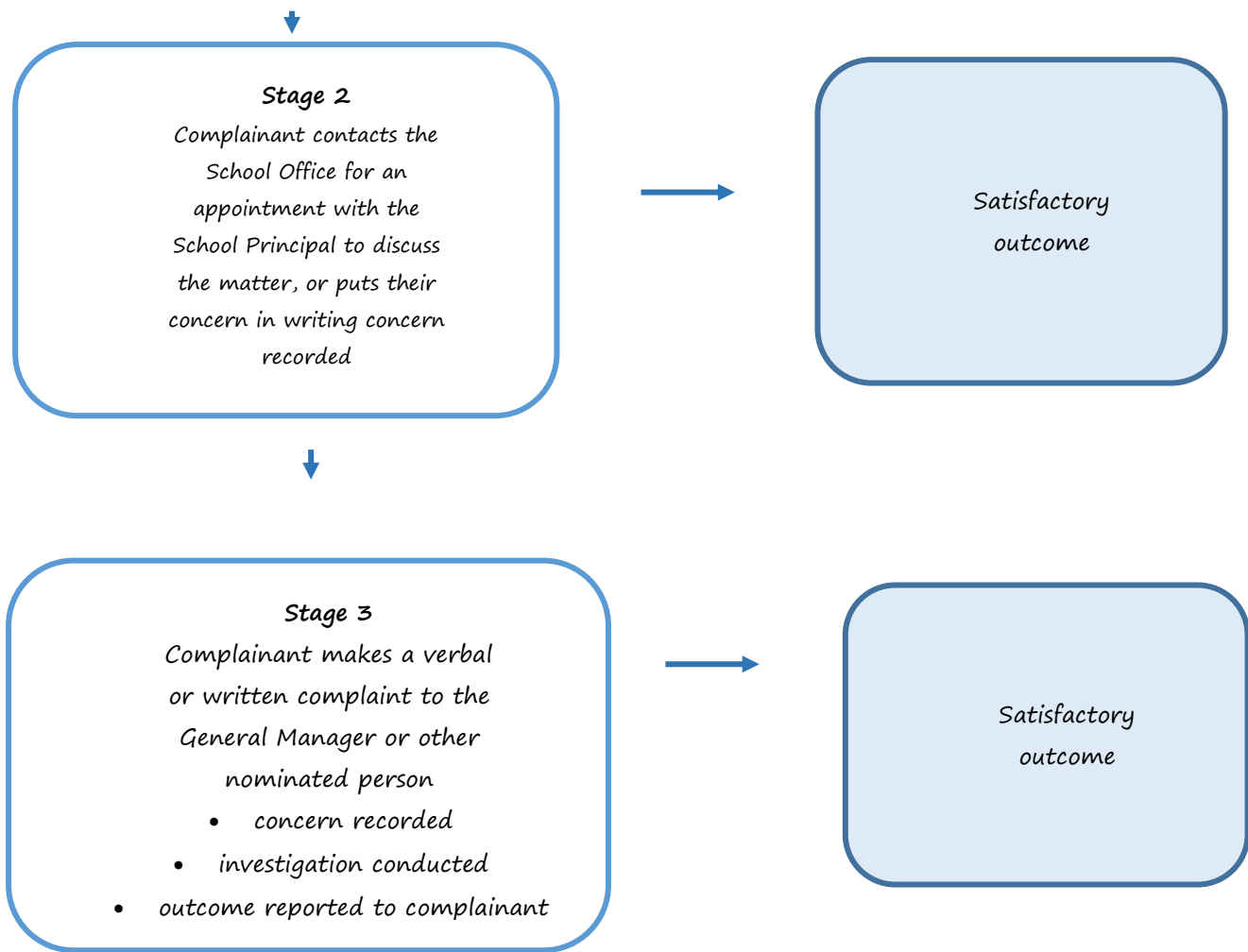
The aim of this policy is to explain the rights and responsibilities of pupils, parents and members of staff. This policy helps everyone to recognise that responsibilities rest with one another and that there is a procedure to follow if there is any complaint to be made.

General Principles:

- Any complaint raised need 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 important that the complainant has confidence in these procedures and knows that the matter will be investigated impartially and dealt with as quickly as possible.
- To comply with equality issues, Edison International Academy is sensitive to the individual needs and circumstances of the complainant. No one should be excluded from the system because of difficulties they may have in representing themselves.
- Edison International Academy recognises the need for any basic information and the complaints procedure to be well-known to all and easily accessible for all.
- The investigation of a complaint will not deal with staff disciplinary matters. If, however, during the course of the investigation of a complaint, it is concluded that disciplinary procedures should be initiated, this will be handled separately through the school's Staff Discipline Policy.
- Edison International Academy recognises all concerned members of staff must maintain confidentiality at all times. All conversations and correspondence must therefore be treated with the utmost discretion. All parties to a complaint will need to accept that some sharing of information will be inevitable if the complaint is to be investigated fully and fairly. Parents must feel confident that a complaint will not disadvantage their child.
- All formal complaints must be recorded, monitored and evaluated by Edison International Academy.

Procedure outline for dealing with complaints:





Stage 1 – Discussion of Concern with a member of school staff

Complainant to discuss concern with member of school staff



Member of staff to respond to complainant and provide complainant with necessary information within 5 working days



Satisfactory outcome or proceed to Stage 2

Stage 2 – Consideration by the School Principal

complainant to inform School Principal of complaint in writing



School Principal to acknowledge complaint within 3 working days



School Principal may arrange appointment to discuss complaint with complainant



School Principal to respond to complainant in writing within 10 working days of receipt of the complaint



Satisfactory outcome or proceed to Stage 3



Stage 3 –Consideration by the Managing Director

Complainant to complete and return Complaints Form to school



School Principal to acknowledge receipt and forward the complaint form to the General Manager within 3 working days



School Principal and Managing Director to discuss the complaint



School Principal will respond to the outcome of the discussion to the complainant in writing within 10 working days of receipt of the complaint. This decision is final.

See Below Complaint form





Describe any earlier efforts to resolve this matter or the reasons no such efforts were pursued.

What specific remedy or corrective action are you seeking?

Signature: _____

Date: _____



Complaints and Grievances Committee

Edison International Academy LLC

In the name of God, the most Merciful, the most Compassionate

-In harmony with the instructions of the Ministry of Education and Higher Education and keeping pace with the developments implemented by the Ministry to provide state of the art strategies and to improve the educational process, the management of Edison International Academy LLC decided to assign a committee entitled the "Complaints and Grievances Committee" in charge of handling complaints and grievances filed by parents or employees and school employees in accordance with the policies adopted under the auspices of the Ministry of Education and Higher Education. The committee will follow up on complaints and grievances and find appropriate solutions in light of the regulations, policies and circulars issued by the Ministry, in such a manner that would better improve the relationship between the school, the student, the parents, and the employees, giving thus being fair to all and achieving full satisfaction to all.

- Therefore, the school administration **decided the following:**



Article One:

A committee shall be formed entitled "the Complaints and Grievances Committee" consists of the following members:

Chairman of the Committee	Mrs. SARA ALMALKI
Vice President	Mrs. MARYAM WHITE.
Member	Mr. KOSHY JOHN
Member	Mrs. Maha Mansour
Member	Mr. Enes Hammudi
Member	Mrs. Razan Haitham
Member	Mrs. Yousra Lakhal.
Member	Mrs. April Mendez
Legal Affairs	Mr. Nasser Mohamed Eid

Article Two:

The committee is responsible for examining and monitoring complaints submitted by parents or school staff and employees.

Article Three:

- The members of the Committee shall be independent in the performance of their duties, and no person in the school may interfere in the work of the Committee or in the decisions it takes.
- The regulations and policies implemented by the school and accredited by the ministry shall constitute the reference in the decisions made by the committee, which are as follows:
 - The policies adopted by the school (fee policy, student registration and admission policy, and parents' policy).
 - Circulars and policies of the Ministry of Education and Higher Education.
 - The Qatari Labour Law, and the amendments, and the penalties regulations related to employees and workers.



Article Four:

The complaint or grievance is submitted to the school administration or through the platform used by the school, using the official form designated by the Ministry. In it, the details and reasons for the complaint are mentioned, and the complaint must include the following information:

- 1- The name of the plaintiff or complainant.
- The complaint is submitted on the specified form provided by the Ministry (a copy of this form is given to the legal guardian). The procedures followed and the outcomes reached are documented on the form, and it is signed by the school principal or deputy and the complainant.
- 2- The reasons on which the complaint or grievance is based.
- 3- The precise demands of the plaintiff or the complainant.
- 4- The appropriate means for the plaintiff or complainant to receive notifications and procedures related to the consideration of the complaint whether through email, phone, or other agreed-upon communication methods .

Article Five:

- The school's registration officer records the complaint or grievance immediately upon receipt with a serial number in the register designated for this purpose. The date of receiving the complaint, the complainant's details, and the expected date for the closure and resolution of the complaint are documented in this register. The complaint is handed over to the committee within (24) hours for examination, conducting the necessary investigation, and scheduling a meeting with the complainant or legal guardian, along with the anticipated date for closure.
- The Student Affairs Coordinator at the school is responsible for submitting the complaint to the Chairman of the Committee and the members within a 'working day' from the date of its entry in the register, and the Chairman of the Committee shall set the date of a meeting to consider the complaint in coordination with the members of the Committee, within 'two working days' from the date of his reception.

Article Six:

- Committee members are responsible for preparing and collecting evidence, statements, and reports related to the complaint
- An appointment is scheduled with the complainant to present the investigation findings and the solutions decided by the committee. The opinion of the legal guardian is recorded regarding the procedures taken and their satisfaction or dissatisfaction with them.
- After resolving the complaint, a text message is sent to the legal guardian to notify them of the closure of the complaint. The complaint is then retained in the complaint file (along with any penalties and sanctions, if applicable) in the student's or employee's record. The complaint and its attachments are uploaded to the designated email provided by the Ministry.
- If resolution or closure is not possible due to the dissatisfaction of the legal guardian, the matter is escalated to the Ministry with all the attachments and reports for their review.



Article Seven:

- The committee forms working teams to study the most widespread problems and present proposed solutions to prevent their recurrence or spread. It also develops an action plan to minimize the spread of bullying or conflicts among students.
- The committee is responsible for submitting a quarterly report on its performance, including a count of resolved and closed complaints, as well as those that remain unresolved.
- Conducting an annual survey to assess the satisfaction of parents with the committee's work.

Article Eight:

When considering a complaint or grievance, the Committee may take the following actions:

- (a) Accept and consider information from the complainant by way of oral or written statement.
- (b) Summoning concerned individuals during meeting to present any related evidence.
- (c) To question any person appearing before it in any matter relating to the merits of the complaint.
- (d) Giving individuals instructions not to disclose any information presented to the Committee.
- (e) Approval to amicable solutions on the merits of the complaint.
- (f) To exercise any powers and issue any orders it deems necessary for the consideration of the complaint or for the performance of its role.
- (g) Develop appropriate and satisfactory solutions and take all measures impartially and transparently.

Article Nine:

1. The Committee assigns one of its members to investigate a specific subject or issue within its competence and present the result to the Committee.
2. The Committee requests such data and evidence as it deems necessary, and invites any representatives of the complainant to obtain any clarifications it deems necessary.

Article Ten:

1. The committee shall decide on the complaint within a period not exceeding three business days from the date of initiating the complaint, unless the nature of the complaint requires an extension, provided that the total duration does not exceed one week from the date of submitting the complaint. The committee's decision must include a summary of the complaint, the reasons for its decision, and it is signed by the school principal or their deputy. The complainant is notified for awareness and to sign the decision.
2. The Student Affairs Coordinator records in the register designated for this purpose the committee's decision on the complaint and the date of notifying the complainant or the aggrieved party.

Edison International Academy LLC

