



COMPLAINT POLICY

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Policy Objectives

Policy for making complaints (parents)

In order to ensure the provision of quality education and service, provide a safe and satisfactory environment for students and parents, enhance transparency and trust between school management and guardians, and allow them to express any concerns or queries they may have about their children's status in school, controls and procedures have been established to submit and receive parents' complaints in accordance with this policy.

Policy Objective:

- The school is proud of the quality of education and in case of educational care it provides to its students. Therefore, in order to proceed successfully, in the event of any complaint from the parents, school and the teacher must deal with it under this policy.
- Adopt a neutral, non-adversarial or hostile style.
- Facilitate a full and fair investigation procedure by a person or group if necessary.
- Address all points raised and provide an effective and fast response.
- Respect complainant's desire to retain confidentiality and privacy.
- Consider making use of the complaint to enrich and improve the evaluation process.
- Announce the complaint procedure to all parents through the school websites.
- Adopts the use of the official form of the Ministry for Complaints



Roles and Responsibilities

First, the governing body

- The Director, Board of Directors and Complaints Committee are directly responsible for the judiciary in resolving disputes and taking action to prevent actions that may have a detrimental impact on workers.
- The school shall carry out an appropriate review of the penalties applicable in the context of this policy. These penalties are reviewed on a quarterly basis at the latest.

Second complainer

- In the first place, the guardian is expected to contact the school on any complaint before resorting to the Ministry of Education and Higher Education, following the complaint procedure as described above.

Complaints Committee

A committee has been appointed to review the complaint, ascertain the facts and consider the solution in case of failure to arrive at a prompt solution within 48 hours by our staff. The complaints committee includes the following:

Head of School

Academic Counsellor

Student Coordinator

One of the teachers

Supervisor/Supervisor

Member of the Board of Trustees



Chairman of the Committee

Ensure that all parties have access to information relevant to the problem. Allow the complainer to attend the meeting with the Committee after they have investigated the matter and to access all evidence. Record minutes of the meeting and the Complaints Committee reserves the right to meet with the complainer in a timely manner.

Arrangement of Dealing with the Complaint

- Reply via email or call.
- Conduct a formal meeting with the head of the department, coordinator, one of the administrators responsible or the school administration if necessary.
- Arrange meetings through the reception department by receiving a complaint by telephone or written within two to five days.
- Keep records of complaints.
- Submit a full report of the unresolved complaint via the Ministry's email with the evidence attached within a maximum of 5 days.

Time Frame

The above-mentioned framework is related to the complaint received and handled within days of the date of receipt. During vacation periods, the time frame is determined in accordance with the availability of employees or members of the Board of Directors. All complaints received without holiday periods are to be dealt with as soon as possible, and it is expected that this will not exceed 15 working days from the date of receipt after investigation and deliberation.



Very Important Appendix

The school can expect parents/audience who wish to raise a complaint to the school to:

- Deal with all the employees of the department with respect.
- Respect and appreciate the needs and safety of pupils and school staff while avoiding the use of any type of threat of violence by loud screaming or otherwise.
- Avoid aggression or verbal and physical abuse of any staff member or school student.
- Respect the time frame that the school has.
- Realize that solving the problem can take some time off sometimes.
- Do not harm the school and defame its reputation through e-mails via various websites.
- Do not insist on tracking complaints that the guardian is not entitled to intervene with such as recruitment, resignation or termination of staff/school's general policies.
- Do not insist on dealing solely with the head of the school (or a member of the senior management) without respecting the hierarchy of the policy regardless of the problem and the size of the problem.

Procedures for dealing with inappropriate behaviour by the public or guardian.

- The complainer is notified that the complainant's conduct is inappropriate/or unacceptable, and in case of non-compliance, the school can take appropriate action under this policy. This can be confirmed in writing via email.
- The Board of Directors or the Head of School may prevent the guardian/parent from entering the school campus once and for all after the incident or inappropriate conduct. The procedure will be followed up as decided by the Department.
- Notify the complainant that all meetings with the faculty will take place via official email or Teams.
- Cancellation of the student's enrolment from school after the submission of a report to the Ministry of Education and Higher Education.
- In extreme circumstances, the school may use third parties to assist.



Conclusion

Behaviour is everyone's responsibility. We want to be proud of H.A.S. family through everyone's commitment to high moral values and customs.

Complaints Policy

In line with the Ministry of Education and Higher Education - Circular No. 4 of 2023

- First Edition April 2024
- Duration: Annual
- Person in Charge: Head of School
- Accreditation: School Board of Directors

Fatine Najjar
School Principal