



Complaints Committee Policy

Hartford American School
Academic Year 2025–2026

1. Purpose

The purpose of this policy is to establish a clear framework for the formation, roles, and responsibilities of the **Complaints Committee** within the school. The committee ensures that all complaints from students, parents, and staff are received, reviewed, and resolved fairly, transparently, and in a timely manner.

2. Scope

This policy applies to all students, parents, teachers, staff, and stakeholders of the school. It covers academic, behavioral, administrative, and operational complaints.

3. Formation of the Complaints Committee

- The Complaints Committee shall consist of:
 - **Chairperson:** Appointed by the School Principal.
 - **Members:** At least three representatives (e.g., one teacher, one administrative supervisor, one parent representative).
 - **Secretary:** Responsible for recording minutes and maintaining records.
- Committee members will serve for one academic year and may be reappointed.

4. Roles and Responsibilities

1. Complaints may be received in person, in writing, or via email from parents, teachers, or staff members.
 2. The complaint will be referred to the persons responsible in addition to stage head for the student's grade level within two business days of receiving the complaint.
 3. The complaint shall be reviewed, investigated, and discussed in a fair and confidential manner within one business day of referral.
 4. Recommendations for resolution shall be provided within a minimum of three business days from the date of receipt.
 5. Accurate records of all complaints, investigations, and resolutions must be maintained.
 6. Serious or unresolved issues must be reported to the School Principal and/or the Board of Trustees.
- **Complaints email: (complaint@hasqatar.com)**

5. Confidentiality and Fairness

- All complaints will be handled with strict confidentiality.
- No complainant will face retaliation for raising a concern.
- The committee will act with impartiality and fairness in all cases.



6. Review of Policy

This policy will be reviewed annually to ensure effectiveness and alignment with school regulations and Ministry of Education guidelines.

Complaints Committee members AY (2025-2026)

| S. N | Name | Occupation | Signature |
|------|---------------------------|-------------------------------|-----------|
| 1. | Mrs.Fatine Najjar | School Principal | |
| 2. | Mrs. Mona Balidai | HR Manager | |
| 3. | Mrs.Zaher Ibraheem | Secretary | |
| 4. | Mrs.Ghiwa Mohamad | Head of the High School | |
| 5. | Mrs.Wadad Jihad | Head of the Middle School | |
| 6. | Mrs.Zakia Mazen Albaf | Head of the Elementary School | |
| 7. | Mrs.Wigdan Khalil Ibrahim | Admin Coordinator | |
| 8. | Mrs. Farah Ali Rizk | Psychologist | |
| 9. | Mrs.Nada Ahmed | Social worker | |
| 10. | Mrs Sheren Elsayed | Islamic education teacher | |
| 11. | Mr.Subin Kalloorthekathil | IT | |



Proof of Review and Approval

Policy Name : Complaints Committee Policy (2025-2026)

Policy Review Date : 30-MAY-2025

Effective Date : 31-AUG-2025

Version No. : 3

Next Review Due : May-2026

Approved Date : 31-AUG-2025

Approved By:

| Name | Position | Signature |
|------------------------------|----------------------------|-----------|
| Mrs. Fatine Al-Najjar | School principal | |
| Mrs. Wigdan Khalil | Administrative Coordinator | |
| Mrs. Zakie Mazen | Primary School Head | |
| Mrs. Wadad Jihad Hamadeh | Middle School Head | |
| Mrs. Ghiwa Mohammed | High School Head | |
| Mrs. Farah Ali Rizk | Psychologist | |
| Mrs. Nada Ahmad Chams Eddine | Social worker | |

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