



ABUDHABI INDIAN SCHOOL COMPLAINT POLICY

KEY CONTACTS WITHIN THE SCHOOL

Principal:

NAME: Mr. Neeraj Bhargava

CONTACT NUMBER: 02 - 4488025

Vice Principal

NAME: Mr. RAVINDRANATH TATAA

CONTACT NUMBER: 02 – 4488025

Head Mistress/Head Masters:

NAME: Mr. SHEIK ALOUDEEN, Mrs. MARY MATHEW

CONTACT NUMBER: 02 – 4488025

Supervisors:

NAME: Mrs. CYRILLA SEBASTIAN, Mrs. RACHNA VOHRA, Mrs. LATHA ASHOK

SWAMINATHAN, Mrs. UMA MAHESWARY, Mr. SAIJAN VARKEY, Ms. MAY HAMDI

CONTACT NUMBER: 02- 4488025

KEY CONTACTS WITHIN THE LOCAL AUTHORITY

ABU DHABI EDUCATION COUNCIL

CONTACT NUMBER: 02 615 0000

SCHOOL COMPLAINT POLICY

Name of Policy : School Complaint Policy

Purpose of Policy : Resolution of concerns and Complaints

Article No. : 26

Approval for this Policy given by : Chairman, BOG

Responsibility for its update : Principal

Policy applies to : To all students and staff at Abu Dhabi Indian School

Date of Approval : 01-07-2014 (Amended in April 2017)

Proposed Date of Review : 01-07-2019



SCHOOL COMPLAINT POLICY FOR ABU DHABI INDIAN SCHOOL

INTRODUCTION

The policy of the school is to work in partnership with parents, based on the belief that co-operation and a sense of joint purpose between staff, parents and the school will assist in ensuring open and positive relationships.

From time to time, however, parents or members of the public may express concern or make a complaint, either orally or in writing, about some aspect of the conduct/operation of the school, the conduct of the Head of School, an individual member of staff, the Governing Body or an individual governor. The school will ensure that these are dealt with effectively and with fairness to all parties

PURPOSE

The school's values are concerned with meeting the needs of pupils, parents and other stakeholders. The governing body believes that all stakeholders should feel that their complaints or concerns can be voiced and will be considered seriously.

GUIDELINES

- Complaints boxes will be installed at the reception, parents will be informed of the same.
- All the complaints in any format (handwritten, typed) will be attempted to resolve.
- It is mandatory to maintain a separate register to record all the complaints along with other attributes like but not limited to complaints details, description, target and actual dates of resolution.
- If any parent directly reaches a staff and raises a concern/complaint then it is the duty of the staff to register this complaint in the register along with the resolution (if any).
- Once a week, office administration staff will meet with principal to appraise him/her of the complaints logged in that week and discuss possible resolution for pending complaints.
- All formal complaints dropped in the complaint boxes having names and address of complainants will be directly addressed through official mailer.
- All complaints which are anonymous in nature will be recorded in a register along with resolution.

- Target should be set on six monthly basis to reduce number of complaints registered.
- It will be the endeavor of the school and its staff to ensure that the complaints will not have any negative affect on its students.

PROCEDURE

Abu Dhabi Indian School's complaints policy includes five levels of the complaints procedure and guidance:-

- Level 1 – to/with class teacher.
- Level 2 – to/with the Supervisor.
- Level 3a – to/with the Head Master or Head Mistress/ Vice Principal.
- Level 4 – to Principal.
- Level 5 –to Board of Governors.

At each level the concerns and complaints to be resolved as quickly as possible.

LEVEL 1

If parents have a complaint they should normally contact their child's class teacher. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult his/her supervisor.

LEVEL 2

If Parents are dissatisfied with the result of the discussions with the class teacher, they should ask for an appointment to meet with the Supervisor.

If a resolution to the issue is proving difficult to find, the Supervisor can speak to the Head Master/ Head Mistress/Vice Principal about the issue, who may be willing to offer resolution.

LEVEL 3

If Parents or guardians are dissatisfied with the result of the discussions with the class teacher and Supervisor, they should ask for an appointment to meet with the Head Master/ Head Mistress/Vice Principal.

If a resolution to the issue is proving difficult to find, the Head Master/ Head Mistress/Vice Principal can speak to the principal about the issue who may be willing to offer resolution.

An issue that has not been resolved through the informal levels 1, 2 and 3, can become an official complaint. Parents or guardians may write a formal letter of complaint to the Head Master/ Head Mistress / Vice Principal and drop the same in the complaint box. The letter will need to set out clearly the issues which have previously been discussed and why the parent or guardian considers the issue to be unresolved.

The Head Master/ Head Mistress / Vice Principal will acknowledge the written complaint immediately, consider the complaint and discuss a resolution with the complainant.

LEVEL 4

If your concern or complaint is still not resolved at the above level stage, then it passes on to the Principal, who will be responsible for ensuring that it is investigated appropriately.

In most cases, the Principal will meet/speak to the parents concerned, normally within 2 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Principal to carry out further investigations.

The Principal will keep written records of all meetings and interviews held in relation to the complaint. Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for his/her decision.

If the complaint is about the principal, your complaint should be passed on to the Board of the Governors. The school will provide the Chairman, Board of Governor's name and the complainant should write to him at the school address marking the envelope 'urgent, private and confidential'. The Chairman, Board of Governors shall acknowledge the complainant's letter in writing within 10 school days of receipt. Then a committee will be formed to investigate the issue and the report will be given to them.

MONITORING AND EVALUATING THE POLICY

All documentation regarding the complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded and a summary will be included in the Principals next report to the Board of Governors. The governing body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole governing body will not name individuals. The monitoring and review of complaints by the school and the governing body is a useful tool in evaluating the school's performance, and will contribute to school improvement. Any underlying issues identified will be addressed.

EXCEPTIONS TO THE POLICY

The exceptions to this requirement are complaints relating to the Curriculum, Collective Worship and Religious Education, some Special Educational needs issues And Admission, where Local Authorities have statutory responsibilities. The Principal can give information about this, and advice on who to contact in ADEC. There are certain other complaints which fall outside the remit of the governing body's complaints procedure, for example, staff grievances or disciplinary procedures. Allegations of abuse against a member of the school staff must be reported to the Principal immediately. Allegations of abuse against the Principal must be reported to the Chair of Governors immediately.

WITHDRAWAL OF COMPLAINTS

If a complainant withdraws their complaint, the school will record that the complaint has been withdrawn and send a letter of acknowledgement to the complainant.