



## Ambassador International Academy

### Concerns and Complaints Policy

The school's approach to handling concerns and complaints is based on our values of:

- Providing a safe and supportive learning environment;
- Building relationships between students, parents and staff.

These procedures cover concerns and complaints about:

- General issues of student behaviour;
- Incidents of bullying or harassment in the classroom or the school play areas;
- Learning programmes, assessment and reporting of student learning;
- Communication with parents;
- School fees and payments;
- General administrative issues;
- Any other school-related matters except as detailed.

### Expectations

The school expects a person raising a concern or complaint to:

- Do so promptly, as soon as possible after the issue occurs;
- Provide complete and factual information about the concern or complaint;
- Maintain and respect the privacy and confidentiality of all parties;
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties;
- Act in good faith, and in a calm and courteous manner;
- Show respect and understanding of each other's point of view and value difference, rather than judge and blame;
- Recognise that all parties have rights and responsibilities which must be respected.

The school will address any concerns and complaints received from parents:

- Courteously;
- Efficiently;
- Fairly;
- Promptly, or within the timeline agreed with the person with the concern or complaint.

### **Raising Concerns or Complaints**

In the first instance, a complaint should be made to the school. The complainant should telephone, visit or write to:

- The student's teacher about learning issues and incidents that happened in their class or group;
- The Team Leader if students from several classes are involved;
- The Principal about issues relating to school policy, school management, staff members or very complex student issues.

For contact details for any staff member, call the office on +971 50 846 4899.

If you are not sure who to contact, contact the Principal on [principal@aiadubai.com](mailto:principal@aiadubai.com).

For complaints about the Principal, the complainant should contact the CEO, Mr Kamal Kalwani.

### **Managing Parent Concerns and Complaints Information**

The school will record the following details of all complaints received:

- The name and contact details (with permission) of the person with a concern or complaint;
- The date the concern was expressed or complaint made;
- The form in which the concern or complaint was received (such as face-to-face, by telephone, in writing, by email);
- A brief description of the concern or complaint;
- Details of the school staff member responding to the concern or complaint;
- Action taken on the concern or complaint;

- The outcome of action taken on the concern or complaint
- Any recommendations for future improvement in the school's policy or procedures.

However, in the first instance when a complaint is easily resolved in a telephone call, a brief note will be made in the school's/principal's/teacher's diary recording the issue and the resolution.

### **Addressing Concerns or Complaints**

The school will make every effort to resolve concerns and complaints before involving external organisations.

The school will give a complainant a copy of its complaints procedures.

The school will determine whether a concern or complaint should be managed through the school's concerns and complaints process or through other complaints processes of the KHDA.

All complaints will be noted and acted on promptly by the staff member who receives the complaint.

The school will acknowledge all complaints made in writing and provide the complainant with a timeline for investigating the complaint.

The Principal or the Heads of School will investigate all complaints and will provide a response to the complainant. The complainant will receive regular updates.

Concerns and complaints about general school matters (such as the timing of events, school policies and facilities) will be addressed by the Principal or a relevant staff member.

The school will make every attempt to resolve a concern or complaint as quickly as possible. If your complaint involves many students and a range of issues, the school will need more time to investigate and resolve it.

Should the complaint involve complex issues, the school might need to take advice from the KHDA which may take more time. The school will tell the complainant the new timeline for addressing the complaint and the reasons for any delays. In all cases, the school will try to resolve a concern or complaint within 7 school days.

## **Remedies**

If a concern or complaint is substantiated in whole or part, the school will offer an appropriate remedy. For example, at its discretion and depending on the circumstances, the school might offer:

- An explanation or further information about the issue
- Mediation, counselling or other support
- An apology, expression of regret or admission of fault
- To change its decision
- To change its policies, procedures or practices
- To cancel a debt (such as for school payments)
- A fee

The school will implement the remedy as soon as practicable.

## **Referral of Concerns or Complaints**

If a person with a concern or complaint is not satisfied with the outcome determined by the school, they should contact the KHDA.

## **Communication and Training**

The school will make information about procedures for addressing concerns and complaints readily available to parents and the school community, in clear and easy-to-understand language and, where appropriate, in a range of community languages and formats that are accessible to everyone so that no-one is disadvantaged.

The information will include:

- How a person can make a complaint;
- The person's responsibilities;
- Information to be provided by the person;
- Who the person should contact and their contact details;
- The process and time frames for managing;

- The school's procedures for addressing concerns and complaints will be communicated to the school community through appropriate.

The school will:

- Brief all members of staff (including volunteers) about its procedures to address concerns and complaints annually;
- Provide staff with (or provide access to) training and support appropriate to their responsibilities under the procedures.

### **Monitoring the Parents' Complaint Policy**

The school will monitor parent concerns and complaints and consider issues raised through the parent complaints process, and any other relevant information from the parent opinion survey, when undertaking a review of the school's policies, procedures and operations.

The school will regularly review its policy and procedures to effectively address parent concerns and complaints as part of its review schedule.

The school will review its information about complaints made over time to:

- Identify common or recurring issues that may need addressing;
- Assess the effectiveness of these and other procedures and whether they are being followed;
- Use information provided to the school from parent opinion surveys.

August 2019

Review Date August 2020