CONCERNS & COMPLAINTS POLICY

AMITY MISSION STATEMENT

Our mission is to provide an engaging, inclusive and challenging learning environment where every student is encouraged to achieve their full potential intellectually, academically, socially and emotionally. Through inspiring teaching, personalised support and meaningful learning experiences, we nurture curiosity, independent thinking, creativity, critical analysis and resilience.

We empower our students to embrace challenges, develop their individual talents and grow in confidence, integrity and respect for others. Working in partnership with families, we prepare our students to become compassionate, responsible and globally minded individuals, equipped with the knowledge, skills and confidence to succeed and make a positive contribution to the world.

RATIONALE

To inform and support our community in understanding culturally acceptable topics and practices within the educational context of the UAE. To address concerns and complaints addressed to the school in a time manner, dealing with them effectively and promptly. Limiting where possible, any adverse impact on student learning and enabling the school's core function of education to continue.

PURPOSE

This policy outlines expectations to ensure school practices adhere to the current legislation of the UAE. It should guide staff in developing programmes of study and inform practices to ensure we are aligned with the UAE's cultural expectations. Ensuring all members of the community understand, respect and adhere to ADEK requirements.

RESPONSIBILITIES

School will:

- Respond to all concerns and complaints raised in a timely fashion
- Review practices considering a concern or complaint proactively
- Investigate all complaints raised and when appropriate will share findings with external bodies Including ADEK and the police
- Keep a formal log of all complaints
- Respect the individual's rights and will not share any resulting action with other involved parties

Teachers will:

- Communicate with the senior leadership team before addressing the parent regarding any concern or Complaint
- Communicate with parents to address any concerns raised
- Maintain professional integrity with members of the community

Families and Caregivers are expected to:

- Address concerns and complaints directly to the school in the first instance
- Be open to resolution

Students are expected to:

- Raise any concerns or complaints to their class teacher or tutor

Authorised by: Principal
Maintained by: Parent Relations Executive (PRE)
Review date: October 2027

Mutual Agreements
We all agreed to:

- Approach the process with a focus on resolution rather than blame
- Listen to others, trying to understand different perspectives
- Be respectful
- Share information honestly and act ethically
- Not post or share comments externally that cause harm an individual's or the school's reputation

DEFINITIONS
Concern: An expression of worry, doubt or mild dissatisfaction over an issue considered to be important for which reassurances are sought by an individual, possibly with the intention of suggesting changes to improve a given situation. Concerns may be resolved through a phone call, an email, or a quick meeting with relevant parties.

Complaint: A significant issue which is detrimental to the individuals involved due to the actions or lack of actions taken. A formal complaint requires a meeting and often results in a thorough investigation and solution plan. This may result in formal action being taken via ADEK.

PROCEDURES TO RAISE A CONCERN/COMPLAINT:

Who to contact: At Amity, we work on a tier process for all communications including concerns or complaints. In any situation, individuals should start at the bottom or lowest suitable level. If a concern is raised at a higher level before reasonable action has been taken to address it at a suitable lower level, the school will redirect the individual. This enables the right people to be involved and will speed up the process.

AMITY INTERNATIONAL SCHOOL ABU DHABI

INDIVIDUAL TEACHER/ MEMBER OF STAFF	• Concerns related to teaching and learning
HEAD OF YEAR	• The concern has not been resolved • The concern is based on the behaviours or actions impacting the whole year group relating in curriculum, examinations, field trips or pastoral care • A complaint is being raised about the action/s of a student
HEAD OF SCHOOL	• The concern or complaint has not been resolved • A complaint is being raised about the actions of a member of staff, a culture that is perceived within the school or a particularly complex or sensitive student issue
VICE PRINCIPAL	• The concern or complaint has not been resolved or relates to school policy • A complaint is being raised about the actions or lack of actions of a member of the educational leadership team • The complaint perceives immediate action regarding a member of staff needs to be taken
PRINCIPAL	• The concern or complaint has not been resolved • A complaint is being raised about the actions or lack of actions of a member of the business leadership team or Vice Principal • if required, the Principal has the discretion to escalate the issue with the Board of Governors • Serious complaint that may have legal ramifications

How to raise a concern/complaint?

Concern: A concern may be raised through a phone call or an email or in person. It may be addressed to the Parent Relations Executive (PRE) or the concerned teacher.

Complaint: A complaint must be a written communication shared with the concerned individual and should feature the following:

a. The name of complainant
b. Brief description of the problem
c. Mention the individual/s involved
d. It must clearly put forth a request for meeting or discussion.

Process and approach

Amity International School Abu Dhabi, aims to follows the following approach to deal with the concerns and the complaints raised or filed.

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STEP 1	Class Teacher/Tutor	• Concerns at this stage can be resolved through discussion, collaboration and formal communication. • The complainant should book an appointment with the concerned teacher to discuss the specific issues. • A meeting will be arranged within 1 to 3 working days. • The minutes of the meeting will be recorded for internal use. The conclusion will be shared via email with the complainant
STEP 2	Head of School	• Should the complainant be dissatisfied with the suggestions given or amendments made by the teacher/tutor, the Head of School must be informed through a written communication. • A meeting will then be arranged for detailed discussion within 3 to 5 working days. • The minutes of the meeting will be recorded. • An email highlighting the decisions taken and agreed upon will be shared with the complainant.

STEP 3	Vice Principal	• If the issue remains unsettled, the Vice Principal must be informed via a written communication. The Vice Principal will first investigate the issue closely and a response will be sent within ten working days. If there is a delay, a communication will be shared to this effect with an explanation for the delay. The Vice Principal will first make an attempt to resolve the issue through an inquiry. If required, the complainant may be asked to come for a meeting. • Once the issue is resolved and decision is made the complainant will be communicated by email. The Vice Principal will also inform the Principal about the resolution and the action plan. • This entire process will be completed within 5 to 7 working days
STEP 4	Principal	• If the complainant remains dissatisfied with the resolution offered by the Vice Principal, he/ she may approach the Principal via a written communication within 5 days of the decision offered by the Vice Principal on behalf of the school. • The request will be acknowledged by the Principal within 3 – 5 working days • The complaint will be once again investigated and resolved within7 – 10 working days. Once the decision is made, the complainant will be informed.

School Complaint Committee

In cases where a satisfactory resolution cannot be found, the **Parent Relations Executive (PRE)** will assemble the School Complaint Committee and arrange a meeting within 48 hours of notice the resolution has not been accepted.

The Committee will consist of the following members:

- Principal (or their delegate)
- Counsellor
- A member of SLT
- Other staff members as required (for example Head of Inclusion)

If complaint is against the Principal, a member of the Board of Governors will replace the Principal as Chair of the School Complaint Committee. Minutes of the meeting and the final decision will be shared within 2 working days of the meeting.

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