



School Complaints Procedure First Assalam School

1. Purpose:

First Assalam School is committed to maintain an open and responsive environment that encourages effective communication between all stakeholders, including students, parents, guardians, staff and community members. The school recognises the importance of actively responding to the complaints, suggestions and criticism arising from time to time, to ensure smooth operations in the school.

First Assalam school has formed a dedicated Complaint Committee in order to deal with all complaints and suggestions raised by parents and/or other stakeholders, as per the guidelines from Ministry of Education.

2. Scope:

The School Complaints Procedure applies to all members of the school community, including students, parents, guardians, staff, visitors and the community.

3. Definitions:

- Complaint: An expression of dissatisfaction and/or concern regarding the policies, procedures, practices or behaviour of individuals within the school community.
- Complainant: The individual or party making the complaint.
- Respondent: The individual or party against whom the complaint is made.
- Complaint Committee: Staff members of the school responsible for documenting and managing complaints.

4. Complaint Committee:

The committee in First Assalam school comprises of:

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|------------------------------|-------------------------|
| 1. Hameed Alam | Principal |
| 2. Huma Khan | Vice Principal |
| 3. Maliha Sadaqat | Executive Administrator |
| 4. Nasmi Abdul Rehman | Registrar |
| 5. Sara Abouelela | Ministry Coordinator |
| 6. Sadaf Arif Ishaque | Training Coordinator |
| 7. Rasheedat Adedotun Ambali | Islamic Coordinator |

4.1: Process of Complaints/Suggestions:

1. Complaints or suggestions can be made by:
 - Calling/messaging on the school's contact number, 55137826.
 - Visiting the school (complaint form format is shared in the Annex 1).
 - Filling the form on the school's website.
 - Writing an email to complaints@firstassalam.sch.qa
 - Complaining to the teacher if it involves a student.
2. Upon receiving a complaint, the teacher/registrar shall send a message to the complainant, ensuring a response from the school within 2 working days.
3. The Complaint Committee shall examine the complaint and verify it with seriousness and honesty.
4. The Complaint Committee shall provide an equal opportunity to the respondent to state the circumstances from their view point.

A meeting may be called between the complainant and the complaint committee to review the case. The detailed order of the meeting is mentioned in Annex 3.
5. Upon careful consideration of all involved factors and the resolution of the complaint, the teacher/registrar shall send a message to the complainant explaining that the complaint has been closed.
6. It is mandatory to explain the outcome of the complaint to the complainant.
7. The school shall take appropriate action in the event where an employee is found to be at default, in accordance with the ministry defined sanctions policy and should be recorded in the employee file.
8. The procedure followed should be clearly stated in the complaint form provided by the ministry with the approving signature of the school's principal.
9. If a complaint is not resolved, the complaint form stating the procedure followed by the school should be emailed to the ministry on the provided email address complaint@edu.gov.qa
10. The school maintains a right to take any necessary actions against the complainants in the event of submitting a false complaint about the school to the ministry.
11. The school shall take appropriate measures after verifying the complaint, either by closing the complaint, warning or applying appropriate sanctions in accordance with the school sanctions guide.
12. The school shall impose the action plan to reduce the spread of bullying among students.
13. The school shall conduct bi-annual surveys at the end of semesters (January & June) regarding the satisfaction of parents.

5. Stage 1: Informal Resolution:

- 5.1 On occasions, a complainant may raise a concern directly with school staff without any formality. At this stage, it may be unclear whether the complainant is making a complaint, seeking information or has misunderstood a situation. In any effect, the school aims to resolve the concern at this point in a quick and effective way.
- 5.2 The member of staff will discuss the issue with the complainant and those involved in school, with the aim of resolving the complaint as soon as possible. The complainant will be informed of the outcome of the investigation and what action, if any, the school proposes to take.

5.3 If the concern is not resolved immediately and the complaint is confirmed by the complainant, the opportunity to discuss the matter with a member of the Complaint Committee will be presented. In case the complaint is against the Principal of the school, it will be heard directly by the Education Above All (EAA).

5.4 If the informal process has been exhausted and no satisfactory solution has been found, the complainant will be asked by the member of the Complaint Committee whether he/she wishes the complaint to be considered formally at stage two of this procedure.

6. Stage 2: Formal Complaint Submission

6.1 If wishing to proceed with the complaint, the complainant will be invited to put the complaint in writing to the Complaint Committee using the form attached at Annex 1. The form should be sent to the Complaint Committee within **five working days**.

6.2 The Complaint Committee will receive and acknowledge the complaint submitted, and provide the complainant with an opportunity to meet the committee to discuss the concern. In case the complainant expresses the need to meet the Complaint Committee, a meeting will be called. Order of the meeting is mentioned in Annex 2.

7. Stage 3: Investigation and Resolution

7.1 The Complaint Committee shall conduct an impartial investigation into the complaint, which may involve interviews with relevant parties and the gathering of evidence.

7.2 A resolution will be sought within 15 days of receiving the complaint. The complainant will be informed of the outcome in writing, including any actions taken to address the complaint.

8. Stage 4: Appeals

8.1 In the event where the complainant remains unsatisfied with the outcome from the Complaints Committee, the complainant may escalate the complaint to the Ministry of Education.

9. Records and Monitoring:

The school shall maintain records of all complaints and their resolutions for a period of 2 years. The members of the committee shall periodically review the complaint data to identify any trends of recurring issues.

10. Confidentiality:

All parties involved in the complaint process must respect the confidentiality of the proceedings and information shared during the investigation.

Annex 1 Complaint form to be filled by complainant upon visiting the school

<https://docs.google.com/document/d/1YGrIBB-cBuAEpoHH04LQJP4YcBOIM6h/edit?usp=sharing&oid=113720942903399796358&rtpof=true&sd=true>

Annex 2 First Assalam School Complaints Form (for Stage 2/Stage 3 complaints)

If you feel you have been unsuccessful in resolving your complaint and you wish to take the matter further, the please complete this form and send it to complaints@firstassalam.sch.qa

4. The calling in of any applicable witnesses will be left to the jurisdiction of the chair as deemed appropriate.
5. The committee may question the complainant(s) and any applicable witnesses in order to obtain full and clear facts to aid the decision making process.
6. The complainant(s), including any witnesses will then be requested to retire from the meeting.
7. The Committee considers the complaint and reaches a unanimous majority decision. Taking all the facts and statements from all parties involved into consideration, the Committee will also decide respectively what action (if any) to take to resolve the complaint and, if appropriate, recommend changes to ensure similar complaints are not made in the future.
8. When and if a decision has been made, the complainant(s) are informed of the decision by the Registrar and the case is considered to be closed.
9. All outcomes are subsequently confirmed in writing, and minutes of meeting are maintained by the Executive Administrator along with the complaint records.