



# **SHINING STAR INTERNATIONAL SCHOOL ABU DHABI**

## **COMPLAINT POLICY**

## **INTRODUCTION**

At Shining Star International School (SSIS) Abu Dhabi, we are committed to fostering a positive, inclusive, and transparent educational environment where students, parents, and staff feel valued and heard. Our Complaint Policy is designed to ensure that concerns and grievances are addressed in a fair, respectful, and timely manner, aligning with the guidelines established by the Abu Dhabi Department of Education and Knowledge (ADEK).

We recognize that clear and open communication between the school, parents, and students is essential for the well-being and success of our school community. The Complaint Policy provides a structured process that allows students and parents to voice their concerns, whether they relate to academic matters, student well-being, health and safety, or school administration.

The policy outlines the roles and responsibilities of key personnel, including teachers, the Head of Section, the School Counselor, the Health and Safety Officer, and the Head of Inclusion, ensuring that each complaint is handled by the appropriate staff member. If necessary, complaints can be escalated to the Principal and, ultimately, to ADEK if further resolution is required.

By implementing this policy, SSIS is committed to promoting a culture of accountability, respect, and continuous improvement, ensuring that all members of our school community feel supported and empowered. We believe that by addressing concerns promptly and transparently, we can maintain a safe, nurturing, and high-quality educational environment for all.

## **PURPOSE**

This policy aims to provide a structured and transparent process for addressing complaints raised by students and parents, ensuring timely and fair resolution while upholding ADEK (Abu Dhabi Department of Education and Knowledge) standards. It also outlines the roles of key personnel involved in handling complaints to foster a safe, inclusive, and supportive environment.

## **SCOPE**

This policy applies to all students and parents of Shining Star International School (SSIS), Abu Dhabi, and covers complaints related to academics, well-being, health and safety, inclusion, and administrative matters.

## **OBJECTIVES**

- To ensure that concerns and complaints are addressed effectively and promptly.
- To clearly define the roles of the School Counselor, Health and Safety Officer, Head of Inclusion, Principal, Head of Section, and Teachers in resolving complaints.
- To ensure compliance with ADEK regulations, promoting transparency, fairness, and accountability.

## TYPES OF COMPLAINTS

Complaints from students and parents may involve:

- **Academic matters:** Teaching quality, curriculum issues, student progress
- **Behavioral issues:** Discipline, bullying, harassment
- **Inclusion matters:** Special education needs, accessibility, learning support
- **Health and safety concerns:** School environment, cleanliness, health procedures
- **Communication issues:** Parent-teacher relationships, administrative concerns
- **Well-being:** Emotional, social, or psychological support

## ROLES AND RESPONSIBILITIES

### School Counselor

- Responsible for addressing complaints related to student well-being, emotional issues, and social difficulties.
- Acts as a mediator for student disputes and can offer immediate support in cases of bullying or peer conflict.
- Provides counseling and advice to both students and parents to help resolve issues before formal escalation.
- Works collaboratively with teachers and the Head of Section when behavioral concerns are raised.

### Health and Safety Officer

- Handles complaints related to the school's health and safety protocols, such as environmental hazards, cleanliness, and student safety concerns.
- Investigates concerns related to the physical environment, including emergency procedures and adherence to health regulations.
- Works closely with the Principal and relevant staff to ensure that all health and safety issues are addressed promptly and in line with ADEK policies.

### Head of Inclusion

- Takes responsibility for complaints related to the inclusion of students with special educational needs (SEN) and gifted students, ensuring they receive appropriate support.
- Collaborates with teachers, parents, and external professionals to develop individual education plans (IEPs) and provide necessary accommodations.
- Ensures that students with additional needs are treated fairly and inclusively within the school community, intervening when necessary to resolve disputes.

- Monitors the provision of resources and learning aids for students who require special support.

### **Principal**

- The ultimate authority in addressing unresolved complaints after all other levels have been explored.
- Oversees the entire complaint process, ensuring adherence to school policy and ADEK guidelines.
- Makes final decisions on escalated cases and ensures that all parties are treated fairly.
- Communicates final resolutions to students and parents, with an explanation of any actions taken.

### **Head of Section**

- First point of contact for complaints regarding academic performance, teaching quality, and classroom management.
- Works directly with teachers and parents to resolve issues related to curriculum, assessment, and student behavior within their section.
- Responsible for managing serious cases of student misconduct, in collaboration with the School Counselor and Principal.

### **Teachers**

- Serve as the first point of contact for parents and students when academic or behavioral concerns arise.
- Responsible for addressing classroom-related issues informally, such as misunderstandings regarding homework, grades, or classroom behavior.
- Refer unresolved matters to the Head of Section or School Counselor for further action.

## **COMPLAINT PROCESS**

### **Informal Resolution (Level 1)**

- **Step 1: Student or Parent discusses the issue with the relevant Teacher**
  - The teacher will listen to the complaint and attempt to resolve the issue through discussion, feedback, or adjustments as needed.
  - If the issue is not resolved, it is referred to the Head of Section.
- **Step 2: Referral to the School Counselor or Health and Safety Officer**
  - If the complaint is related to well-being or emotional concerns, the School Counselor will step in to address the issue.

- For health or safety concerns, the Health and Safety Officer will investigate the matter and propose solutions.

### **Formal Complaint Submission (Level 2)**

- **Step 1:** If informal resolution is unsuccessful, the complainant submits a formal written complaint to the **Head of Section, Head of Inclusion, or Principal**.
  - The complaint should include:
    - A clear description of the issue
    - Relevant documentation or evidence
    - Suggested resolution
  - The receiving authority acknowledges the complaint within **3 working days**.
- **Step 2:** The relevant authority (Head of Section, Head of Inclusion, or Principal) investigates the matter, involving necessary staff (e.g., teachers, counselors, or health officers) and responding within **10 working days** with findings and a proposed resolution.

### **Escalation (Level 3)**

- If the issue remains unresolved, the complaint is escalated to the **Principal**.
  - The Principal will conduct a review, considering input from the School Counselor, Health and Safety Officer, Head of Inclusion, and other staff members involved.
  - A final decision will be communicated to the student or parent within **15 working days**.

### **Appeal to ADEK (Level 4)**

- If the complainant is dissatisfied with the outcome, they may escalate the matter to **ADEK** for independent review. ADEK will evaluate the case according to its own procedures and provide guidance or resolution.

## **CONFIDENTIALITY**

All complaints will be handled with strict confidentiality. Information will only be shared with individuals directly involved in the resolution process. Records of complaints and their resolutions will be securely stored.

### **Timelines**

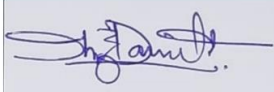
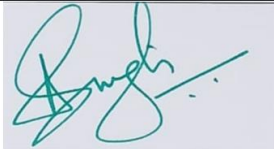
- **Acknowledgment of Complaint:** Within 3 working days of submission.
- **Investigation and Response:** Within 10 working days.
- **Escalation Review:** Within 15 working days.

## Monitoring and Review

The complaint process and outcomes will be reviewed annually by the Principal and Board of Directors to ensure effectiveness and alignment with ADEK guidelines. Stakeholder feedback will be incorporated to enhance the process.

## COMMUNICATION OF POLICY

This policy will be communicated to parents and students through the school website, student handbooks, and during orientation sessions. Parents will be informed of their rights to appeal to ADEK if they feel their complaint has not been satisfactorily resolved.

	Name	Signature	Date
Prepared by:	Dr. Aby Daniel A. Head of Inclusion		20/09/2024
Policy Review Approved by:	Mrs. Abhilasha Singh (Principal)		03/10/2024