



مدرسة شيننج ستار أنترناشونال

Shining Star International School, Abu Dhabi

Our Vision

To be a school of innovation & creativity; preparing students for global challenges.

Our Mission

“Our mission is through the combined efforts of our staff, parents, students, and community to develop future leaders with active and creative minds. Our focus is on the holistic development of the individual, social, moral, intellectual, and physical growth, along with a strong sense of heritage and culture.”

Core Values

Care, Ownership, Togetherness, Honesty, Empathy, Gratitude
We ensure that the entire SSIS family follows these values.

Parent Complaint Policy	
Date of Publishing	11/05/2026
Review date	11/05/2027
Policy Type	Operational
Circulation	All Staffs, parents & guardians
Date of Authorisation	10/05/2026
Authorised by	Ms.Abhilasha Singh,Principal
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1. Purpose & Objective

This policy sets out the procedures for managing concerns and complaints raised by parents or guardians of students at Shining Star International School (SSIS). It aims to:

- Ensure all concerns and complaints are addressed promptly, respectfully, and at the appropriate level.
- Promote open communication and early resolution of issues before escalation.
- Outline the responsibilities of the school's Complaints Committee in managing and resolving formal complaints.
- Comply with ADEK's requirements for record keeping, confidentiality, and the right of appeal.

Parents should feel confident that raising a concern will not negatively affect their child's learning experience or relationship with the school.

2. Scope

This policy applies to all parents and guardians of students enrolled at Shining Star International School, Abu Dhabi. It covers all complaints relating to the school's operations, staff conduct, academic matters, safeguarding, and any other areas within the school's remit. Complaints involving child protection are handled under the school's Safeguarding Policy.

3. Definitions

Term	Definition
Complainant	Any parent or guardian who wishes to raise a concern or lodge a formal complaint regarding the school's operations, staff, or procedures.
Complaints Coordinator	A designated senior staff member responsible for receiving, recording, tracking, and managing the complaints process.
Complaints Committee	A school-appointed committee responsible for reviewing and resolving formal written complaints in line with this policy and ADEK regulations.
Informal Concern	An issue raised verbally or via email that can be resolved at classroom or section level without a formal written complaint.
Formal Complaint	A written complaint submitted using the Parent Complaint Form when informal resolution has been unsuccessful or senior-level intervention is required.

4. Policy Statement

Shining Star International School is committed to ensuring that all complaints and concerns from parents are managed fairly, transparently, and in accordance with ADEK guidelines. The school values open communication and believes that timely resolution of issues helps maintain trust, strengthen relationships, and improve overall school performance.

All complaints will be treated with confidentiality, professionalism, and respect. No complainant will be disadvantaged for raising a legitimate concern in good faith.



5. Guiding Principles

The following principles underpin this policy:

- Fairness — All parties involved in a complaint will be treated equitably and with respect.
- Transparency — Processes and timelines will be clearly communicated to all parties.
- Confidentiality — Information will only be shared with those directly involved in the resolution process or where legally required.
- Timeliness — Complaints will be addressed within clearly defined timeframes at each stage.
- Impartiality — Investigations will be conducted objectively, without bias or prior judgement.
- Continuous Improvement — Complaint outcomes will be used to inform school improvement and policy review.
- Child Welfare — The best interests of the child remain central to the handling of all complaints.

6. Responsibilities

6.1 Complaints Coordinator

A designated member of the school's administration will serve as the Complaints Coordinator. If unavailable or the subject of a complaint, another senior staff member will assume these duties. The Complaints Coordinator will:

- Receive, record, and track all complaints in a secure and professional manner.
- Acknowledge receipt of complaints and ensure timely communication with parents.
- Maintain confidentiality and proper documentation.
- Report regularly to the Principal on the status and resolution of complaints.

6.2 School Complaints Committee

The School Complaints Committee reviews and investigates all formal complaints in accordance with ADEK's Private Schools Policy. The committee is chaired by the Principal (or a delegated representative). If the complaint involves the Principal, a Governor or Board representative will chair.

Committee members include:

- Principal (Chair)
- Vice Principal
- Head of KG
- Head of Lower Primary
- Head of Upper Primary
- Head of Secondary
- Head of Inclusion

7. Procedures

STAGE 1 — Informal Resolution

Parents are encouraged to first raise concerns informally with the class teacher, who is the primary point of contact for all classroom-related matters.

Step 1 — Discussion with Class Teacher / Receptionist



- The student or parent discusses the issue directly with the relevant class teacher or receptionist.
- The teacher or receptionist will acknowledge the concern via email within 24 hours.
- If unresolved, the matter is referred to the Head of Section and the parent is informed via email.

Step 2 — Referral to Counselor or Health & Safety Officer

- If the concern relates to emotional well-being, behaviour, or social issues, the class teacher or Section Head may refer to the School Counselor.
- If the concern involves health, safety, or environmental issues, it will be referred to the Health and Safety Officer.
- The parent will be informed when such referrals are made.

Stage 1 Timelines

Action	Timeframe
Acknowledgment from class teacher	Within 24 hours
Informal resolution target	Within 3 working days

If the concern remains unresolved after the informal process, the parent may proceed with Stage 2 using the Parent Complaint Form.

STAGE 2 — Formal Complaint

If informal resolution is unsuccessful, or if the concern requires senior-level intervention, parents may submit a formal written complaint using the Parent Complaint Form available on the school website.

Upon receiving a formal complaint, the Complaints Coordinator will:

- Acknowledge the complaint within 24 hours.
- Categorise the complaint based on risk level as per school guidelines.
- Forward the complaint to the appropriate department for investigation.
- Ensure a department-level resolution within the defined timeframe.
- Keep the parent updated throughout the process.

Risk Level	Examples	Directed To	Response Time
Low	Class routines, communication, timetable	Section Head	72 hours
Medium	Staff behaviour, academic performance, operational matters	Section Head / Department Head	48 hours
High	Safety, bullying, safeguarding, legal or policy violations	Principal	24 hours

STAGE 2a — Monitoring & Closure of Complaints

The Complaints Coordinator is responsible for:

- Conducting a weekly review of all complaints with the Senior Leadership Team to monitor progress and ensure timely resolution.



- Verifying that appropriate action has been taken.
- Updating the e-form system with closure details.
- Recording final outcomes and actions taken.
- Obtaining parent feedback upon closure to evaluate satisfaction and improve processes.

STAGE 3 — Appeal Process

Stage 3.1 — Requesting a Hearing

If the complainant remains dissatisfied with the outcome of Stage 2, they may submit a written appeal to the Complaints Coordinator within five (5) working days of receiving the written decision.

The appeal should clearly state:

- The grounds for the appeal.
- Copies of all relevant correspondence or documents.
- The desired outcome or resolution being sought.

The Complaints Coordinator will acknowledge the request within 24 hours and convene a hearing panel of at least three individuals with no prior involvement in the complaint. One member will be independent of the school's leadership team. The complainant will be informed of the hearing date, time, and panel members within two working days.

Stage 3.2 — Procedures at the Hearing

- The complainant may attend with a representative or supporter (to be communicated at least 5 days before the hearing).
- Additional documents must be sent to the Principal's PA at least 3 days prior to the hearing.
- The Principal will chair the panel unless the subject of the complaint. Minutes will be taken by the Principal's PA.
- The hearing will be conducted with courtesy and restraint, ensuring all parties can present views without interruption.
- The panel may request further investigation or seek legal advice and adjourn if necessary.
- The panel's decision and recommendations will be communicated to all relevant parties within 3 working days.

STAGE 4 — Escalation to ADEK

If the complainant remains dissatisfied after exhausting the school's internal procedures, they may contact the Abu Dhabi Department of Education and Knowledge (ADEK). ADEK generally expects that the school's complaints process has been fully followed before escalation is considered.

8. Compliance & Enforcement

All staff, parents, and guardians are expected to comply with this policy. Non-compliance by staff may result in disciplinary action in line with the school's HR policies. Repeated or vexatious complaints that are made in bad faith may be reviewed separately.

The school maintains a confidential log of all formal complaints, indicating how each was resolved. Records are stored securely in accordance with the UAE Data Protection Law (Federal Decree Law No. 45 of 2021). Information will only be shared with individuals directly involved in the resolution process or where disclosure is legally required.

Complaints or concerns involving child protection or safeguarding are managed under the school's Safeguarding Policy and referred immediately to the Designated Safeguarding Lead and Principal for appropriate action. The school maintains a confidential log of all formal complaints, indicating how



each was resolved. The resolution will be recorded and filed in the staff and the student file. Records are stored securely in accordance with the UAE Data Protection Law.

9. Review & Revision

This policy is reviewed annually by the School Leadership Team and approved by the Principal to ensure alignment with ADEK regulations and best practice standards. Any significant legislative or regulatory changes will trigger an immediate review.

10. References

- ADEK Private Schools Policy Framework
- UAE Federal Decree Law No. 45 of 2021 (Data Protection Law)
- SSIS Safeguarding Policy
- SSIS HR Policy
- Parent Complaint Form (available on the school website)

Approved by	Date of Approval
Ms.Abhilasha Singh, Principal	11 May 2026

