



Policy Title: Complaints Policy

Approval Authority: AIS Board of Trustees

Effective Date: January 2023

Revision Date: August 2024

Compliance Date: January 2024

INTRODUCTION

AIS believes that open communication is key to a successful partnership between the school and its community, and hence it is committed to fostering a transparent, inclusive, and responsive school environment, where all stakeholders feel heard and respected. Constructive feedback and the fair resolution of concerns contribute to the continuous improvement of our learning community. This policy establishes a structured, confidential, and equitable framework for managing complaints efficiently and fairly, ensuring that all concerns are addressed in alignment with ADEK regulations.

PURPOSE

- Establish a structured and transparent process for stakeholders to raise complaints and seek resolution.
- Ensure complaints are handled promptly, fairly, and confidentially, fostering trust and accountability.
- Encourage resolution at the lowest possible level, minimizing the need for unnecessary escalation.
- Provide multiple accessible channels for raising concerns.
- Promote a culture of continuous improvement, where stakeholder feedback contributes to the enhancement of school policies, programs, and services.

POLICY

1. School Complaints Committee: The School Complaints Committee oversees the formal complaints process, ensuring accountability, fairness, and confidentiality at all levels. It is responsible for reviewing and resolving complaints in a fair, confidential, and timely manner. The committee is composed of:

- Governing Board Representative
- Principal
- Vice Principal
- Parent Relationship Officer

- Designated Senior Teacher or Department Head
- School Counselor or Well-being Officer (if complaint involves student well-being, bullying, or social-emotional issues)
- HR Representative (if complaint involves staff conduct or workplace-related concerns)
- Head of Inclusion (if relevant to student support services)

The composition of the committee may be adjusted based on the nature of the complaint to ensure appropriate expertise and impartiality in handling each case.

2. Submitting a Complaint: AIS provides multiple avenues for stakeholders to raise concerns, ensuring accessibility and confidentiality. These channels allow for both informal and formal complaint submission, ensuring every concern is acknowledged and processed appropriately.

- Direct communication with the relevant teacher, staff member, or department: Stakeholders are encouraged to discuss concerns directly with the person involved as an initial step. Open dialogue at this level often leads to immediate and effective solutions.
- Parent Relationship Officer: A dedicated point of contact where parents can seek guidance on school policies, express concerns, and request assistance in resolving issues. The Parent Relationship Officer's email and phone number will be communicated to parents at the start of the academic year.
- Complaints and suggestions email (suggestions@aisuse.com): A formal avenue for submitting written complaints. This ensures a structured and documented approach to addressing concerns.
- QR code for parental feedback (located in the central administration area): Provides an accessible and convenient way for parents to submit feedback digitally.
- Parent and student opinion surveys: Conducted periodically, allowing stakeholders to share concerns with the option of including contact details for follow-up.

3. Informal Resolution Process: AIS believes in collaborative problem-solving and encourages parents to engage in open discussions first attempt to resolve concerns informally before initiating a formal complaint

- Step 1: Direct Communication – Stakeholders should first discuss concerns with the relevant teacher, staff member, or department.
- Step 2 Parent Relationship Officer – If unresolved, parents may seek assistance from the Parent Relationship Officer, who can help navigate the concern effectively.
- Step 3: Escalation to a Head or Principal – If further intervention is needed, concerns may be escalated to a department head or the school principal, who will work with all parties involved to find a fair and reasonable resolution.

4. Formal Complaint Process: If a concern remains unresolved after informal discussions, stakeholders may escalate their complaint formally through the Parent Relationship Officer or the complaints email. Upon submission, the complaint follows a structured process:

- Step 1: Acknowledgment – Written complaints will be acknowledged within 24 hours of receipt.
- Step 2: Review & Investigation – The School Complaints Committee will review the complaint, gather relevant information, and consult necessary parties to ensure an informed response.
- Step 3: Response & Resolution – A written response, detailing the outcome and any necessary corrective actions, will be provided within 10 working days.
- Step 4: Confidentiality & Record Keeping – All complaints are handled with strict confidentiality and documented in compliance with ADEK’s School Records Policy.

5. Appeals Process: If a complainant is dissatisfied with the resolution provided by the School Complaints Committee, the following steps apply to ensure that all appeals are reviewed impartially, with a commitment to fair and just outcomes:

- Appeal to the School Complaints Committee: The case will be re-examined, and additional input may be considered.
- Complaints Against the Principal: If a complaint is filed against the Principal, the Principal will be excluded, and a Governing Board representative will handle the review process.
- Escalation to ADEK: If the complainant believes the issue has not been resolved satisfactorily, they may escalate the matter to ADEK, which may conduct an independent investigation and an ad-hoc school visit if necessary.

6. Review & Compliance: AIS is committed to continuous improvement and will review this policy annually to ensure compliance with ADEK regulations and best practices. Any updates to the policy will be communicated through the school website and direct parent communication channels.