Al-Baraem Arabic School
Complaint Policy

At Al Baraem Arabic School we recognise the importance of regular interaction between school and parents so that student learning and development can be supported consistently. In the circumstance that parents have a concern or a complaint, the school will treat it in accordance with its policy.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. All correspondence, statements and records relating to complaints will be kept confidential except where a regulatory body requests access to them.

A written record of all complaints will be kept, including the records of all formal procedures followed, as well as the records of the actions taken by the school as a result of these complaints, regardless of whether they are upheld or not or whether they are resolved at the preliminary stage or proceed to a panel hearing, so that we are able to monitor any patterns of concern.

Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally and usually within 1 week.
- If parents have a complaint or concern they should, in the first instance, contact their son's/daughter's teacher. In most cases, the matter will be resolved quickly.
- If the teacher/parent cannot resolve the matter alone, it may be necessary for him/her to contact the Head of School (HoS).
- Any complaint made directly to the HoS will normally be referred to the relevant teacher unless the HoS deems it appropriate to deal with the matter personally.
- The teacher/HoS will inform the outcome to the parent or guardian usually within 1 week.
- In the case(s) when this does not happen, parents will be advised that they may follow a formal procedure.

Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the HoS. In most cases the HoS will, usually within 1 week of receiving the complaint, speak to the parents concerned and discuss the matter. If possible a resolution will be reached at this stage.
- The HoS may need to carry out further investigations. Once the HoS is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision. The HoS will also give reasons for the decision. The investigation and feedback will, as far as is practicable, be provided within 2 weeks after the first meeting between the HoS and the parent.

- If parents are still not satisfied with the decision, they should proceed to address the issue to the Principal or his designee who will review the situation using the same procedure as the HoS. Alternatively the parents may request a formal Panel Hearing.

Panel Hearing

- If parents seek to involve the panel hearing, they will be referred to the Principal or his designee to call hearings of the Complaints Panel for consideration. The Panel will consist of 2 persons, the Principal and another person from the Parent-School Committee (PSC).
- The panel members will meet within 1 week of receiving the request to review the outcome of the Formal Resolution.
- Parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is not appropriate.
- If possible, the Panel will resolve the parents' complaint immediately, without the need for further investigation.
- Where the investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within 1 week of the hearing. The Panel will inform the parents of its decision and the reasons for it. The decision of the Panel will be final.