



Complaints Committee Policy

Grievances at Future Leaders International Private school are addressed through a Complaint Committee formed by the senior administration and the Board of Trustees / Owner. The Complaint Committee addresses any grievances and complaints presented by Parent/Guardian, staff members, students or any other stakeholder, hereinafter referred to as the complainant.

The School Complaints Committee Members:

Head: Principal
Assisted by the Parents Liaise Senior Administrator

Members: 2 Supervisors
2 Facilitators
Social Worker
PTA Chairman

Rules & Regulations:

1. The complaints committee is headed by the Principal
2. All grievances and complaints against the school and its operations are addressed by the complaints committee ensuring effective, objective and timely response (within 24 hours). The Principal and/or vice principal receives and reviews the complaints and then transfers the serious and/or written ones to the committee for their action.
3. In case of a pending complaint resolution with the senior administration and/or the facilitator/supervisor; the Parent/Guardian may present complaints directly to the complaints committee.
4. The school is obliged to send SMS to all parents informing them on the grievance process and email address to send them to. This message shall be on the main page of the school website with the email link accordingly
5. Any written complaint from Parents/Guardians, shall receive due diligence by the Committee; along with a comprehensive explanation to the Parents/Guardians on a timely manner in resolution or justification of the case.

6. In case of a pending complaint resolution with the senior administration and/or the facilitator/supervisor/social worker; the Parent/Guardian may present complaints directly to the complaints committee.
7. The school is obliged to communicate the grievance process to all parent through SMS and email. This information shall remain on the main page of the school website with the email link accordingly
8. Any written complaint from Parents/Guardians, shall receive due diligence by the Committee; along with a comprehensive explanation to the Parents/Guardians on a timely manner in resolution or justification of the case. Acknowledgement to the complaint will be made within 24 hours. The written response to the complaint will be within 5 working days during which the committee will review, verify and relay the solution to the complainant. In case the grievance was not handled in the specified manner and the complainant is unsatisfied, he/she has the right to appeal the committee's decision to ADEK
9. Grievances from Parents/Guardians, facilitators or other employees should initially be dealt with at school level under the Principal's guidance. If the complainant is not satisfied with the outcome the complaint shall be raised to the Complaints Committee for verdict. In case a complaint is made against the Principal and/or the Vice-Principal, he/she shall be excluded from the proceeding and replaced by a member of the Board of Trustees.
10. All grievance meetings shall be recorded and documented, whether the complainant is a parent/guardian, facilitator or stakeholder. These records will be presented to the Owner/Board of Trustees and ADEK if needed. The name and address of the head of the grievance committee should be communicated to ADEK to facilitate easy access if required.
11. The grievance committee shall undertake the responsibility of handling all formal complaints in a professional manner complying to this policy and Article 26 of ADEK's regulations.

Reference

Abu Dhabi Education Council, UAE Private Schools' Policy and Guidance Manual 2018 - 2019