



AI JAZEERA ACADEMY

PARENTS COMPLAINTS POLICY AND PROCEDURES

Our Schools are fully accredited by



INTRODUCTION

At Al Jazeera Academy, we are dedicated to providing a high-quality education and ensuring the well-being and success of our students. We understand that concerns or issues may arise from time to time, and we are committed to resolving them collaboratively in the best interests of our students. This Parent Complaints Procedure outlines the steps to follow when you have a concern or complaint.

AIM OF THE POLICY

Our primary aim is to resolve situations collaboratively, with the best interests of our students in mind. We value open communication, transparency, and the active involvement of parents in the education of their children. The procedures in this guideline serve to:

- Reduce the number of complaints received from parents.
- Resolve problems in a more timely and efficient manner.
- Improve the quality of education in our Academy and ensure that our high expectations are consistently met.
- Protect the interests of students, parents, and our school.

THE PARENTS COMPLAINTS COMMITTEE

The establishment of the Parents Complaints Committee at Al Jazeera Academy serves a crucial purpose within our educational institution. This committee is dedicated to fostering open communication and collaboration between parents, guardians, and the school administration. Its primary goal is to create a platform where parents can voice their concerns, share feedback, and address any issues they may encounter in a constructive and amicable manner. By doing so, we aim to uphold the school's behavioral policy, ensuring a harmonious and respectful school environment. Ultimately, the committee's purpose is to prevent disputes from negatively impacting our students, both psychologically and academically, and to further develop the overall quality of our school's performance.

Committee Members:

- | | |
|------------------------------|-----------------------|
| 1. Principal (Chairperson) | Mr. Roy Donnan |
| 2. Deputy Head of Primary | Ms. Naima Hussein |
| 3. Head of Secondary | Mr. James McAleese |
| 4. Head of Learning Support | Ms. Leemah Hazlehurst |
| 5. Head of EYFS | Ms. Hajra Dadar |
| 6. Islamic Coordinator | Mr. Luay Janem |
| 7. Administrative Supervisor | Ms. Ines Hassine |



AI JAZEERA ACADEMY PARENTS COMPLAINTS POLICY AND PROCEDURES



COMPLAINTS CHANNELS

The following procedures must be followed when lodging a concern or complaint:

Step 1: Informal Discussion

If you have a concern or complaint, we encourage you to start by discussing it informally with your child's **teacher** or the relevant school staff member. Most issues can be resolved at this level through open communication. The teacher will complete the 'Concern Sheet' and file a copy in the student file if the matter is resolved.

Step 2: Formal Complaint

If your concern remains unresolved after the informal discussion, or if you feel uncomfortable discussing it directly with the teacher or staff member, you may **submit a formal written complaint**. Please provide as much detail as possible about the issue and your desired resolution. You can obtain a complaint form from the school reception, the school website or by clicking on the link below to access the form:



نموذج الشكوى.docx

The Complaints Form may then be emailed to:

EYFS: ajaparentsenquirieseyfs@aja.edu.qa

Primary: ajaparentsenquiriesprimary@aja.edu.qa

Secondary: ajaparentsenquiries@aja.edu.qa

Compliments, Comments and Complaints: <https://forms.office.com/r/GCTEPdhr4G>

And/or dropped off by hand and given to the receptionist for delivery to PA of the concerned department.

Step 3: Review by Complaints Committee

Upon receiving your formal complaint, the Complaints Committee will conduct a thorough review/investigation. This may involve meeting with you and/or your child, speaking with the teacher or staff member involved, viewing camera footage, and gathering other relevant information. Please allow two working days for this process.

Step 4: Resolution Meeting

Further to the investigation, a resolution meeting will be scheduled with you to discuss the complaint and explore possible solutions. This meeting may involve school administrators, teachers, and any other relevant parties, including a representative from the Complaints Committee. Our goal is to find a mutually satisfactory resolution that benefits the student. The PA of the concerned department will call you to set up an appointment. The Complaints



AI JAZEERA ACADEMY PARENTS COMPLAINTS POLICY AND PROCEDURES

Our Schools are fully accredited by



Committee will aim to resolve complaints within a total of three working school days of receiving the initial complaint. Once a complaint has been resolved, the school will close the complaint and either call or send a text message/email to the parent to confirm closure.

UNRESOLVED COMPLAINTS

Every effort will be made to ensure that complaints are resolved at a school level. However, in cases where parents are dissatisfied with the measures taken to resolve the complaint, the school will submit a complete report in Arabic to the Private Schools and Kindergartens Complaints Department's private email, including all the procedures followed, and attach the evidence that supports or refutes the complaint, within a maximum period of five working days.

RECORDING COMPLAINTS

All complaints will adhere to the below.

- In order to prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls will be kept, and a copy of any written response shared with parents and added to SIMS (School Information Management System).
- Complainants may be asked to sign these records as acknowledgment of a successful conclusion or simply that the process and procedure was undertaken.
- Refusal to sign or agree will not mean that the records are inaccurate, invalid or that the appropriate procedure was not carried out.

CONFIDENTIALITY

We respect your privacy and will handle your complaint with the utmost confidentiality. Information related to the complaint will only be shared with individuals directly involved in the resolution process.

ANONYMOUS COMPLAINTS

Regrettably, we will not be able to address anonymous complaints as these would prevent us from fully investigating the issue and finding a resolution. We encourage open communication and aim to build trust with all our stakeholders.

FEEDBACK FROM PARENTS FOR CONTINUOUS IMPROVEMENT

Your feedback is valuable to us and contributes to the ongoing improvement of our school. We encourage you to share both positive experiences as well as concerns, as they help us enhance



AI JAZEERA ACADEMY PARENTS COMPLAINTS POLICY AND PROCEDURES

Our Schools are fully accredited by



the educational environment for all students. Parents will be given additional opportunities to voice feedback through annual surveys.