



# **IDEAL INDIAN SCHOOL**

**DOHA – QATAR.**

**ACADEMIC YEAR 2023-24.**

**COMPLAINTS POLICY**

## COMPLAINTS POLICY

### **Introduction:**

In adherence to the guidelines provided by the Department of private schools and kindergartens, Ideal Indian School is committed to fostering a transparent and supportive environment that addresses and resolves parental complaints efficiently, keeping the best interest of our students at heart.

### **Aim:**

The aim of a complaint policy in Ideal Indian School (IIS) is to provide a fair, transparent, and efficient mechanism for addressing and resolving concerns or grievances of students, parents, staff, or other stakeholders. It aims to facilitate open communication, ensure fairness and impartiality, maintain confidentiality, achieve timely resolution, and foster stakeholder satisfaction.

### **Objectives:**

The objectives of the complaint policy in an ideal Indian school are:

- To provide a fair and accessible process for stakeholders to voice their complaints or grievances.
- To ensure impartiality, transparency, and confidentiality throughout the complaint resolution process.
- To address complaints promptly and efficiently, minimizing delays and maximizing stakeholder satisfaction.
- To use complaints as opportunities for feedback and continuous improvement of policies and practices.
- To promote a positive and respectful school environment, holding individuals accountable for their actions or misconduct.

### **School Complaints Committee:**

The "School Complaints Committee" will be composed of:

- Head of Committee: Mr. Shaik Shamim Saheb, Principal- Phone : 44684849, Ext-101
- Vice Head of committee: Dr. Nazima Bi, Phone : 44684849, Ext-154

Members:

1. Student Affairs Coordinator: Mr.Sajith.K. Phone : 66894180, Ext-145
3. Experienced Teachers: Mr. Anwar Sadath Phone : 66266517
2. Islamic Education Teacher: Dr. Ehtesham Phone : 77872673
4. Administrative Supervisor: Mr. Touseef. Phone : 44684849, Ext-103

This committee aims to understand the complaints and grievances of the parents, solve problems amicably, and work according to the school's code of ethics while ensuring the well-being of our students both academically and psychologically. Team members shall be guided to understand

the parents and to solve the problems amicably. The school provides them with opportunities to express any concerns or inquiries regarding their children's education controls etc.

**Guidelines:** All stakeholders are suggested to follow the below given guidelines:

- 1. Timely Reporting:** Parents/Guardians should promptly report any complaints or concerns to the designated authority. It is important to report complaints as soon as practicable to ensure an immediate response and resolution.
- 2. Proper Documentation:** Parents/Guardians should provide specific details while reporting a complaint, including the nature of the complaint, date, time, location, and individuals involved. Accurate documentation aids in thorough investigation and resolution.
- 3. Respectful Communication:** Parents/Guardians should communicate their complaints in a respectful and professional manner. Avoid using offensive or defamatory language, and focus on providing factual information relevant to the complaint.
- 4. Cooperation with Investigations:** Parents/Guardians must cooperate fully during the investigation process by providing any necessary information, evidence, or witness testimonies. Failure to cooperate may hinder the investigation and delay the resolution.
- 5. Confidentiality and Anonymity:** Respect the confidentiality and anonymity of Parents/Guardians, if requested. Keep in mind that maintaining confidentiality can encourage others to come forward with complaints and ensure a fair and unbiased investigation.
- 6. Patience and Understanding:** Recognize that the investigation process takes time, and be patient during the resolution of the complaint. Parents/Guardians need to understand that the school is committed to resolving the issue appropriately and in a timely manner.
- 7. Respect for Outcomes:** Parents/Guardians should respect the outcome of the investigation and any decisions made by the designated authority. If dissatisfied, they may utilize the appeals process as outlined in the complaint policy.
- 8. Continuous Feedback:** Parents/Guardians can provide feedback to the school administration regarding the effectiveness and efficiency of the complaint policy and protocol. Suggest improvements or voice concerns to help foster a safer and inclusive learning environment.

By adhering to these guidelines, all parents/guardians can actively contribute to the complaint resolution process, ensuring that complaints are handled in a fair, transparent, and effective manner within the school setting.

#### **Complaint reporting and redressal Mechanism:**

1. Reporting Complaint: All parents [guardian or complainant] shall use the following e-mail and phone number to register their complaints and grievances.

- E-mail: [parentscomplaint.idealschool@gmail.com](mailto:parentscomplaint.idealschool@gmail.com)
- Phone number: 44684849
- Complainants can write an email at [info@edu.gov.ga](mailto:info@edu.gov.ga).



## 2. Addressing Complaints:

- On receiving a complaint, an acknowledgment in the form of a text message or official email will be sent to the guardian. Urgent matters will be taken up immediately, and non-urgent complaints will be considered within two working days.
- The complaint will be forwarded to the concerned department of the committee for inquiry and verification.
- After examining and verifying the complaint closely, evidences shall be gathered and a relevant statement/ reports shall be prepared.
- A meeting with the parents/guardians (on prior fixed time and date) will take place within two working days from the date of submission of the complaint.
- All efforts will be made to satisfactorily resolve and close the complaint within three working days from its receipt.

## 3. Post-Resolution:

- **Once the case is resolved, parents/guardians will be informed about the outcome of the investigation, either by message or on phone or by email, along with the process involved.**
- **Based on the finding of the investigation, if required, the school complaint policy will be further updated.**
- An official record of the action taken regarding the complaint will be documented in the specified form by the Ministry of Education and higher education, signed by the school principal and the complainant (parents/guardians).

## 4. Reporting and Follow-up:

- Unresolved complaints will be forwarded, in Arabic, to the Department's complaints email (ps-complaint@edu.gov.qa), with attachments of all the procedures followed and any supportive evidence, within five working days.
- For malicious complaints submitted by the parents or guardian, verified and confirmed by the Ministry, the school reserves the right to take necessary action.

## 5. Periodic Review and Measures:

- Teams shall be formed from the committee to analyze recurring problems and devise solutions.
- Quarterly reports detailing the committee's performance, including an inventory of the number of complaints that have been resolved and closed shall be submitted.
- An annual survey will be conducted to gauge parents' satisfaction with the committee's operations.
- We are dedicated to ensuring continuous improvement in our processes and guaranteeing the satisfaction and trust of our parent community.
- All procedures are in alignment with the directives of Private Schools' Affairs Department



In conclusion, IIS complaint policy maintains a fair and welcoming environment for all parents/guardians. It ensures that complaints are addressed promptly and impartially, fostering transparency and trust within the school community.

Next Review in April 2024







**Steps taken by the Complaint Committee:**

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**Committee:** \_\_\_\_\_

**The settlement with the Parent**

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**Parent's Opinion**

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**Parent/Guardian:** \_\_\_\_\_





**Final decision of the committee**

The matter has been settled and the complaint is closed

The matter has not been settled and it has been referred to the concerned committee at the Ministry

**Endorsement**

We the committee members hereby undertake that all the recorded data is correct, and all the information mentioned in the complaint is correct, and all the above mentioned procedures have been implemented.

We also acknowledge that if the data contained in the complaint is not credible or the statements/words are changed in any way it will be invalidated and expose us to legal proceedings.

This is our consent for that:

Name of the Committee head/member: \_\_\_\_\_

School Stamp

Signature : \_\_\_\_\_

Date : \_\_\_\_\_