

<p>POLICY</p> <p><b>COMPLAINTS MANAGEMENT</b></p>	Owner	Head of Admissions & Parent Relations
	ID (Version)	DU/3.2.3 (v4)
	Published	06-February-2025
	Valid Until	06-February-2027

## POLICY STATEMENT

Our school is dedicated to providing a high-quality education and fostering a supportive environment for students and families. We recognize the importance of addressing concerns effectively, and this procedure outlines how to raise a complaint and the steps involved in resolving it, including the involvement of an impartial hearing panel when necessary.

## APPLICATION

### 1. Informal Resolution Steps

- **Step 1: Speak to the Concerned Party**  
If you have a concern, we encourage you to first address it with the individual directly involved (e.g., teacher, staff member). Many issues can be resolved through direct communication.
- **Step 2: Contact the Relevant Department**  
If speaking directly does not resolve your concern, you may contact the relevant Head of Department, Year Group Leader, Head of Primary School, Head of Secondary School, or Head of Thrive. You can do this via telephone, email or a scheduled appointment to discuss your concerns.

### 2. Formal Complaints Procedure

If the issue remains unresolved after informal attempts, you may proceed with a formal complaint.

- **Step 1: Submitting a Formal Complaint**
  - Write a formal complaint letter/email to the School Principal. Your submission should include:
    - Your name and contact information
    - A clear description of the complaint
    - The date(s) of the incident(s)
    - Details of any informal steps taken to resolve the issue
- **Step 2: Acknowledgment of Complaint**  
The School Principal will acknowledge receipt of your complaint within three working days.
- **Step 3: Investigation**  
The School Principal or their designee will conduct a thorough investigation into the complaint, which may include gathering information from relevant parties and reviewing documentation.
- **Step 4: Outcome Notification**  
A written response will be provided to you within 10 working days, outlining the findings of the investigation and any actions to be taken.

### 3. Appeals Process with Impartial Hearing Panel

If you are not satisfied with the outcome of the investigation, you may request an appeal.

<p>POLICY</p> <p><b>COMPLAINTS MANAGEMENT</b></p>	Owner	Head of Admissions & Parent Relations
	ID (Version)	DU/3.2.3 (v4)
	Published	06-February-2025
	Valid Until	06-February-2027

- **Step 1: Request for Hearing**

You may submit a written request for an appeal to the School Board via the school secretary within 10 working days of receiving the outcome. This request should include:

- The reason for the appeal
- Any new evidence or information relevant to the case

- **Step 2: Composition of the Hearing Panel**

- The School Executive Board may convene a hearing panel composed of four to five members, which may include:
  - A representative from the School's Executive Board
  - An independent educational professional
  - A member of the school's staff unconnected to the case
  - A parent governor
  - A professional with relevant expertise (if deemed helpful)

- **Step 3: Hearing Process**

- The hearing will be scheduled within 15 working days of the request. The panel will review the case, hear from all parties involved, and consider all relevant evidence.
- Both parties will have the opportunity to present their case.
- The parents and, where applicable, the member of staff may be accompanied to the hearing by one other person. Legal representation will not be appropriate.

- **Step 4: Outcome of the Hearing**

- The panel will reach a decision based on the evidence presented and will communicate the outcome to the School Executive Board, the School Principal, and then in writing to the complainant within 10 working days after the hearing, following Board approval of the final decision. This decision will be final.

## 5. Confidentiality

All complaints will be handled with confidentiality, and all parties will be treated with respect throughout the process.

## 6. Continuous Improvement

We will regularly review complaints to identify areas for improvement. Your feedback is vital for creating a positive educational environment for our students.

## 7. Contact Information:

For further information or assistance, please contact the school office directly at +971 4 581 4100 or [reception@thearborschool.ae](mailto:reception@thearborschool.ae).

<b>P O L I C Y</b>	<b>Owner</b>	Head of Admissions & Parent Relations
	<b>ID (Version)</b>	DU/3.2.3 (v4)
	<b>Published</b>	06-February-2025
	<b>Valid Until</b>	06-February-2027

## COMPLAINTS MANAGEMENT

### 8. Conclusion

We are committed to handling complaints effectively and fairly, ensuring that everyone's voice is heard and considered. Thank you for your partnership in maintaining a supportive learning environment for all students.

### RELATED DOCUMENTS

Document Title	ID / Reference No.
Admissions and Enrolment Policy	DU/3.2.1