مدرستنا الثانوية الإنجليزية ، الشارقة - بنات
Our Own English High School, Sharjah-Girls

# PARENT COMPLAINT – INTERVENTION AND SUPPORT POLICY

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| Implemented | : April 2020 |
| Reviewed | : May 2026 |
| Next Review | : May 2027 |

**Compiled by: SLT &SMT/MSO**

**Approved by: Ms. Asma Gilani, Principal/CEO**

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## 1. Purpose

The purpose of this policy is to outline clear procedures for addressing and resolving parent complaints related to **child safeguarding**, **school operations/ facilities**, and other **general concerns**. It ensures that all issues are managed promptly, respectfully, and in accordance with relevant protocols and regulations. The policy aims to uphold the safety, well-being, and satisfaction of all stakeholders while fostering transparent and constructive communication between the school and parents/guardians.

## 2. Scope

This policy applies to all staff, students, parents, and guardians involved in:

- Complaints related to **child safeguarding**.
- Complaints concerning **school operations and facilities**.

**Key Principles**

- **Confidentiality**: All complaints will be handled with the utmost confidentiality, in line with data protection and safeguarding laws.
- **Non-retaliation**: The school ensures that no student or parent will be discriminated against or retaliated against for raising a concern.
- **Timeliness**: All complaints will be acknowledged promptly, with a clear timeline for resolution communicated to the parent or guardian.
- **Transparency**: The school will provide clear, ongoing communication with parents/guardians regarding the progress of the investigation into their complaint.

### 2.1 Complaints related to child safeguarding

This section outlines the procedures for addressing complaints related to the safety, protection, and welfare of students. Safeguarding concerns are treated with the highest level of seriousness, ensuring that every child's well-being is prioritized through prompt, confidential, and thorough follow-up in line with statutory and school safeguarding protocols.

#### 2.1.1. Procedure for Raising a Safeguarding Complaint

- Parents or guardians who wish to raise a safeguarding concern or complaint should contact the school through one of the following channels:
    - Written complaint (email or letter)
    - In-person meeting or telephone call to the school office to schedule a meeting with the relevant staff member.

#### 2.1.2. Acknowledgement of Complaint

Upon receiving a complaint:

- The school will acknowledge receipt of the complaint within 48 hours/2 business days ; however, if a complaint is received over the weekend, it will be addressed on the next working day.
- An initial review will be conducted to determine the severity of the concern and the appropriate actions to take.
- The complainant will be informed about the steps the school will take to address the issue.

**2.1.2. Investigation and Follow-Up**

- An internal investigation will be initiated, led by the DSL or a designated safeguarding team, to assess the concern thoroughly and ensure that the child's safety and well-being are prioritized.
- The investigation will be conducted with sensitivity, ensuring that the child is supported throughout the process.
- The school will consider the following during the investigation:
    - The nature of the complaint.
    - The child's voice and perspective.
    - Any relevant evidence or information.
    - Input from any involved parties, including staff, students, and external agencies, if applicable.

Phase wise follow up contact person:

- Ms. Priya Ramchandran- KG Head/DDSL priya.r_OOS@gemsedu.com
- Ms. Shobhana Sripathi- Primary Head/DDSL shobhana.s_oos@gemsedu.com
- Ms. Elizabeth George- Middle School Head/DDSL elizabeth.g_ooS@gemsedu.com
- Ms. Rachel Pereira- Senior School Head/DDSL rachel.p_oos@gemsedu.com

**2.1.3. Outcome and Response to Parent**

- After completing the investigation, the school will provide a formal response to the parent or guardian within a reasonable timeframe (e.g., 2 to 5 business days).
- The response will include:
    - A summary of the findings.
    - Any actions taken to address the complaint, including any safeguarding measures implemented.
    - If no further action is necessary, the rationale will be clearly explained.
    - A plan for further follow-up, if required, to ensure the ongoing safety and well-being of the child.
    - The complainant will be informed of any further steps, such as referral to external agencies, if necessary.

**2.1.4. Support for the Child and Family**

- If the complaint involves potential harm to a child, the school will take appropriate steps to ensure the child's immediate safety, including possible referral to child protection services if required.
- The school will offer support to the family and ensure they are informed of resources available to them, such as counseling or external support agencies.

**2.1.5. Appeals Process**

- If the parent or guardian is dissatisfied with the outcome of the complaint, they may request a review of the decision.
- The appeal will be handled by the school governing body or a designated independent panel, who will review the investigation and outcome to ensure fairness and transparency.

**2.1.6. Record Keeping**

- All complaints and follow-up actions will be documented.
- The school will maintain a record of the complaint, investigation, outcome, and any actions taken to improve safeguarding practices, in compliance with data protection and safeguarding laws.

**2.1.7. Review of Safeguarding Procedures**

- The school will regularly review its safeguarding policies and procedures to ensure they remain effective and in line with current best practices and legislation.
- Feedback from parents and guardians regarding the handling of complaints will be taken into account during this review.

**2.2 Complaints concerning school operations and facilities**

This section addresses complaints not related to child safeguarding but to the general operational aspects of the school, including—but not limited to— campus maintenance, classroom conditions, canteen services, administrative procedures, and other school-provided services.

**2.2.1. Investigation and Follow-Up**

• Once a complaint is received regarding school operations or services, it will be acknowledged within 48 hours (2 working days).
• The concerned department (e.g., Administration, Facilities, Canteen, or Academic Office) will be notified immediately, and an assigned staff member will initiate a preliminary review to assess the nature and scope of the concern.
• A designated Operations Officer will conduct a formal investigation, which may include:

- Site inspection (if related to maintenance, hygiene, or physical conditions)
- Consultation with relevant vendors or service providers (e.g., transport contractor, canteen staff)
- Review of relevant documentation, logs, or CCTV footage (if applicable)
- Interviews or written feedback from involved staff and/or students
- The school will ensure follow-up communication with the complainant to clarify any additional information needed and to update them on the progress of the investigation.

**Follow up person for complaints related to operations/facilities**:

- Mr. Zahid Rehman- Manager School Operations email id: zahidur.d_oos@gemsedu.com

**Transport:** In the case of transport-related concerns (e.g., delays, driver behavior, safety issues), the Transport Coordinator will be directly involved in the investigation and coordination with the service provider.
**Follow up person for complaints related to transport**:

- Mr. Moinuddin Juwle <moinuddin.juwle@sts-group.com>

**2.2.2. Outcome and Response to Parent**

• A formal response will be shared with the parent within 5 to 7 business days, depending on the complexity of the issue.

• The response will include:

- A clear summary of findings based on the investigation.
- Corrective actions taken (if applicable), such as repairing a facility, replacing faulty equipment, disciplinary measures, or revising a procedure.
- Preventive measures to avoid recurrence, where necessary.
- If the complaint is found to be unsubstantiated, a detailed explanation will be provided with supporting rationale.
- If additional time is required for resolution (e.g., external coordination or procurement), an interim update will be provided to the parent.
- Parents will be given the opportunity to provide feedback or request a clarification meeting following the formal response.
- For recurring or unresolved issues, the matter may be escalated to the Head of Operations or Principal for final review and resolution.

**3. Conclusion**

Our Own English High School, Sharjah (Girls) is committed to ensuring a safe, supportive, and well-managed school environment. We believe that open and effective communication with parents is fundamental to achieving this goal. Whether the concern is related to child safeguarding or school operations and facilities, all complaints will be taken seriously, and appropriate actions will be initiated promptly.