



LEARNERS TODAY, LEADERS TOMORROW

Canadian International School Parent Communication and Complaints Policy

Complaint Resolution Procedure

At each stage in the procedure, efforts must be made to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part.

CIS follows a three-stage procedure:

Stage 1 -Informal and/or formal meetings with class teacher or lead teacher

Stage 2 -Formal written complaint to Divisional Head of School

Stage 3 -Formal written complaint to Principal

Please note that any complaints not following our procedures listed below will not be considered. There is no guarantee for walk-in meetings with Heads of School at any time.

Stage 1 – Informal and Formal Meetings with Teacher(s)

Most concerns can be easily resolved informally by discussion and good communication with the school staff. Clarity is necessary in ascertaining whether a parent is asking a question, or expressing an opinion, rather than making a complaint. Parents may approach the class teacher or lead teacher directly with a concern to attempt to resolve the matter.

Principal will investigate the complaint and will reply in full within ten school days.

Appendix

Investigating Complaints

The Principal will:

- x Establish what has happened so far, and who has been involved
- x Clarify the nature of the complaint and what remains unresolved
- x Meet with the complainant or contact them (if unsure or further information necessary)
- x Clarify what the complainant feels would put things right
- x Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- x Conduct an interview with an open mind and be prepared to persist in the questioning
- x Keep notes of any interview for record

Dealing with Persistent and/or Abusive Complaints

On rare occasions when parent communication does not meet the expectations outlined above, we are required to respond in the best interest of all parties involved.

Behaviour characterized by:

- x Actions that are obsessive, persistent, harassing, prolific, repetitious and/or
- x Any insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason and/or
- x Any insistence upon pursuing meritorious complaints in an unreasonable manner
- x Targeted derogatory comments directed at individuals

The Principal will make the individual aware of their behaviour and processes to stem persistent and/or abusive complaints.

The Principal may:

- x Communicate to complainant in writing requesting that the behaviour ceases
- x Set restrictions for further contact with staff
- x Report violent or aggressive incidents to the police

Note:

If there is an Abu Dhabi Department of Education and Knowledge (ADEK) investigation, the Principal will take direction from ADEK representation and abide by ADEK processes and timelines.