



Complaints and Feedback

Rationale

At Emirates International School, Meadows (EISM), we take seriously our accountability to parents. All staff endeavour to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. EISM recognises that a student's education will be enhanced by the support of parents and appropriate accessibility to the Staff and the Executive Leadership Team. Many concerns or worries can be managed without the need for formal procedures, providing that the concern is taken seriously and addressed as soon as possible.

Aim

It is inevitable in any institution that there are occasions when parents or other stakeholders have concerns or are dissatisfied with the service provided. This Policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

Feedback procedure

It is important for us to understand what our parents and visitors perceive as our strengths and likewise what recommendations for improvement to our service they would like to see take place. This can be achieved in the following ways:

- Email or verbal conversation with our Parent Representative Group.
- Email or verbal conversation with the relevant class or departmental representative.
- Feedback via the generic school email address found on our website.

When it is felt that an issue is more pressing than simple feedback and an informal or formal complaint is deemed necessary, then the Complaints Procedure outlined in this policy should be followed.

Complaints procedure

As an educational establishment, there are different categories of service which may warrant complaints. To ensure that the right person deals with the right complaint it is important to outline the correct procedure for handling concerns and complaints as per the flowchart below.

Independent Complaints Procedure

It is recognised that on occasions the complainant may not be satisfied with the result of a complaint at school level. Where this is the case, and only following the complaints procedure as outlined above, there is an option to put in writing a complaint in relation to either:

- a. The initial complaint
- b. The complaints procedure

All complaints relating to the above will be dealt with by the Director of Schools, where an independent investigation will be conducted.

Where recommendations are suggested, the Principal and Executive Leadership Team will review policy and procedure and make changes where appropriate.

If, having following the complaints procedure above and having written formally to the Director of Schools, a satisfactory solution has still not been found, then the parent has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission.

All Staff at EIS-M understand the importance of handling and resolving concerns and complaints and ensuring a resolution is found to satisfy the complainant and to ensure positive outcomes.