

# Wahat Al-Ma'arefah International Schools Complaint Procedure

## I. Complaint Process

**A. Level I Complaints.** Any school complaint by staff, students or parents is forwarded to the principal for action. Upon receipt of a completed complaint, the principal will initiate a thorough investigation and render a decision. If the complainant is dissatisfied with the decision, then the decision can be appealed. Appeals must be submitted within 10 school days after receiving the principal's decision. When the principal is the subject of the complaint or the complainant feels he/she cannot or does not want to go to the principal then a "Level II Complaint" should be initiated to the Superintendent.

**B. Level II Complaints or Appeals.** The Superintendent or designee will conduct a fair, thorough and timely investigation of a Level II Complaint or review of the appeal as applicable. The investigation may consist of interviews of the complainant, respondent(s) and any witnesses who may have knowledge of matters described in the complaint. Additionally, other investigatory method(s), including review of pertinent documents and other evidence may be used by the Superintendent or designee. The Superintendent will decide whether a new investigation is necessary in the case of an appeal. In the case of an appeal, if the Superintendent determines a new investigation unnecessary, the Superintendent will render a decision regarding the appeal within 10 working days.

**C. Timeline.** All Complaints must be filed within **three calendar days of the offense**. An investigation will generally be completed within twenty (20) school days, except in extenuating circumstances. You will be notified if an extension is necessary, which shall be at the sole discretion of the Superintendent.

**D. Decisions.** The complainant and respondent will be notified as to the outcome by the Superintendent with a written follow-up in writing. At the conclusion of a completed internal investigation conducted by the Superintendent or designee - or consideration of an appeal, the Superintendent will inform the appropriate administrator of the determination. As part of the written follow-up, the Superintendent will inform the appropriate administrator what evidence supports the allegations and the procedural directive(s), school policy(s), Employee Handbook, Student Behavior Handbook that were violated, if any.

The Superintendent will respect the privacy of the complainant, the respondent and witnesses, as much as possible, consistent with our legal obligations. No individual can be retaliated against or coerced for being a witness, providing information related to an investigation, or participating in any manner in the resolution or in the process leading to the resolution of a complaint.

Retaliation against any student or employee seeking assistance, filing a complaint is reason for a subsequent retaliation complaint. Retaliatory conduct may also be referred to the Superintendent for appropriate action in the same manner as described above.

## **II. Complaint Procedures**

### **A. Eligibility.**

**Who may file:** Student, parent(s)/legal guardian(s) on behalf of his/her student, or employee

**How to file:** Complaint letter must be completed, dated, signed, and submitted to the Superintendent.

### **B. Procedure for Filing Complaint**

1. All complaints must be in writing, signed, and dated. Provide your name, current address and telephone number.
2. The complaint letter should explain the basis of your allegations and provide specific details of what occurred and why you believe the conduct about which you are complaining is wrong or in violation of a school policy. It is important that you be as specific as possible to assist us in determining what issue(s) must be investigated
3. Provide approximate date(s) – (month, day, and year) of the alleged act(s) of wrong doing on the complaint letter.
4. Provide the name(s) of the individual(s) who allegedly have committed the wrong doing including location and job position.
5. State where the alleged act(s) or wrong doing occurred and time of day.
6. Provide any documentation you may have to support your allegations.
7. Provide any other information that you feel may support your allegation(s), e.g., name, addresses, and phone numbers of witnesses, and other individuals who may have knowledge of matters described in your complaint.
8. When the complaint letter is completed, mail or return your letter to the Superintendent.
9. You will be contacted by the administration/its designee or the Superintendent or designee to schedule an appointment to review your complaint.

## Complaints or Appeals Template

### About you

Name of person submitting complaint			
Address			
Phone no		E-mail	

### About the appeal

Name of child			
Grade / Class		Date of appeal hearing	
Are you the child's legal guardian?*	Yes / No		

\*If you are not the child's legal guardian, we'll need a signed statement from them to show you are acting on their behalf.

### Details of your complaint

<p>Please explain here the reason(s) you would like to complain:</p>
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## How did this affect the outcome?

Please explain why you think this affected the outcome of your appeal:

## Sharing information

Please tick to indicate if you are happy for the detail of your complaint to be shared with the Clerk to the appeal panel. We will not be able to take your complaint further if you tick No, unless the complaint is about a general failure of compliance.

Yes  No

## Further information

Please attach or enclose any information that you think is relevant to your complaint, for example the decision letter from the appeal panel. We will contact you for more information if we need it.