



Complaint and Grievance Policy

2026

Policy Objective:

Shaikh Khalifa Bin Zayed Bangladesh Islamia Private School is committed to maintaining a positive, safe, and inclusive learning environment. This policy ensures that all complaints and grievances from students, parents, staff, and stakeholders are addressed promptly, fairly, and transparently.

1. Scope

This policy applies to:

- Students
- Parents and guardians
- Teaching and non-teaching staff
- Other stakeholders (e.g., vendors, visitors)

It covers grievances related to:

- Teaching and learning processes
- Student welfare and behavior
- Staff conduct and professional behavior
- Administrative or operational matters

2. Guiding Principles

- **Accessibility:** Everyone should feel able to raise concerns without fear of retaliation.
- **Confidentiality:** Complaints are handled with discretion; personal information is shared only on a “need-to-know” basis.
- **Impartiality:** Investigations are conducted fairly and objectively.
- **Timeliness:** Complaints are addressed as promptly as possible.
- **Transparency:** Complainants are informed of processes, progress, and outcomes.

3. Complaint Channels

1. Informal Resolution:

- Concerns should first be addressed directly with the teacher, supervisor, or relevant staff member.
- Many issues can be resolved through discussion and mutual understanding.

2. Formal Complaint Submission:

Complaints that are unresolved informally, or are of a serious nature, can be submitted:

- **In Writing:** Via email or complaint form available at the school office.

- **Online Form:** Through the school website or parent portal.
- **Directly:** To the designated School Complaint Officer (details available at the school office).

4. Complaint Procedure

Step 1: Submission

- Complaint is recorded and acknowledged within **2 working days**.

Step 2: Assessment

- The School Complaint Officer reviews the complaint to determine the appropriate course of action.

Step 3: Investigation

- Relevant staff or departments may be involved in fact-finding.
- All parties may be invited to provide evidence or statements.

Step 4: Resolution

- The school aims to provide a resolution within **10 working days**.
- The complainant is informed in writing about the outcome and any actions taken.

Step 5: Appeal

- If unsatisfied, the complainant may appeal to the **Principal or School Board**.
- Final resolution is communicated within **10 working days** of the appeal.

5. Types of Actions Taken

Depending on the investigation, actions may include:

- Mediation between parties
- Staff training or counseling
- Policy or procedural changes
- Disciplinary action (where applicable)
- Feedback and follow-up meetings with parents or students

6. Record Keeping

- All complaints and their resolutions are documented.
- Records are kept confidentially for **5 years** in compliance with UAE regulations.

7. Roles and Responsibilities

- **Staff & Teachers:** Address concerns promptly and professionally.
- **School Complaint Officer:** Oversees complaints, coordinates investigations, ensures timely resolution.
- **Principal:** Ensures policy implementation, handles escalated complaints, and supports a fair resolution process.

8. Communication

- This policy is accessible to all staff, students, and parents.
- Updates or amendments to the policy are communicated via:
 - Parent meetings
 - School website and portals
 - Circulars or newsletters

9. Commitment

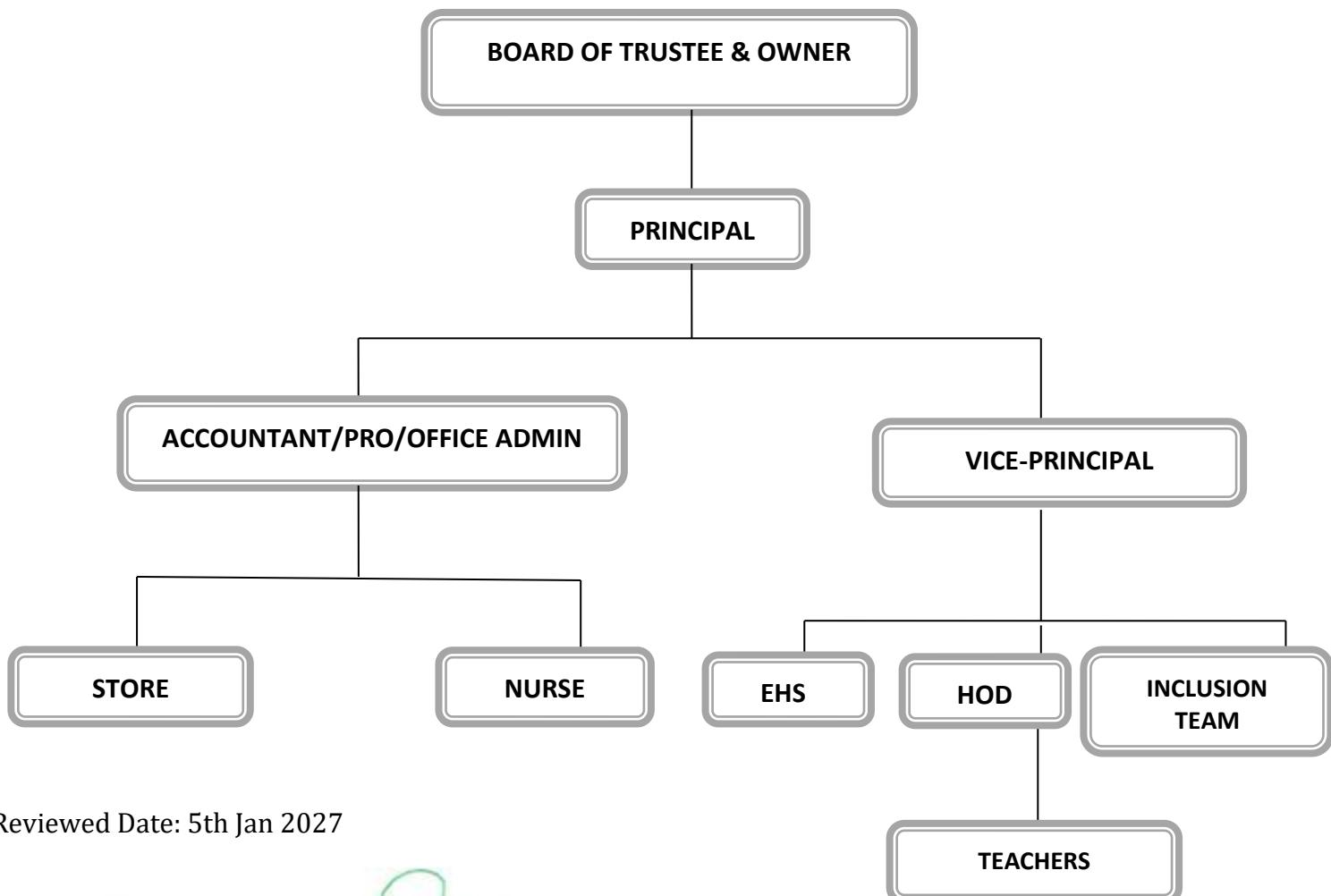
Shaikh Khalifa Bin Zayed Bangladesh Islamia Private School values feedback and sees complaints as an opportunity to improve. Our goal is to ensure a respectful, safe, and nurturing environment for all.

10. Organization chart is mentioned below:



SHAIKH KHALIFA BIN ZAYED BANGLADESH ISLAMIA PRIVATE SCHOOL

ORGANIZATION CHART



Reviewed Date: 5th Jan 2027

A handwritten signature in green ink, appearing to read "O. M. Hossain" or a similar name.