



## **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

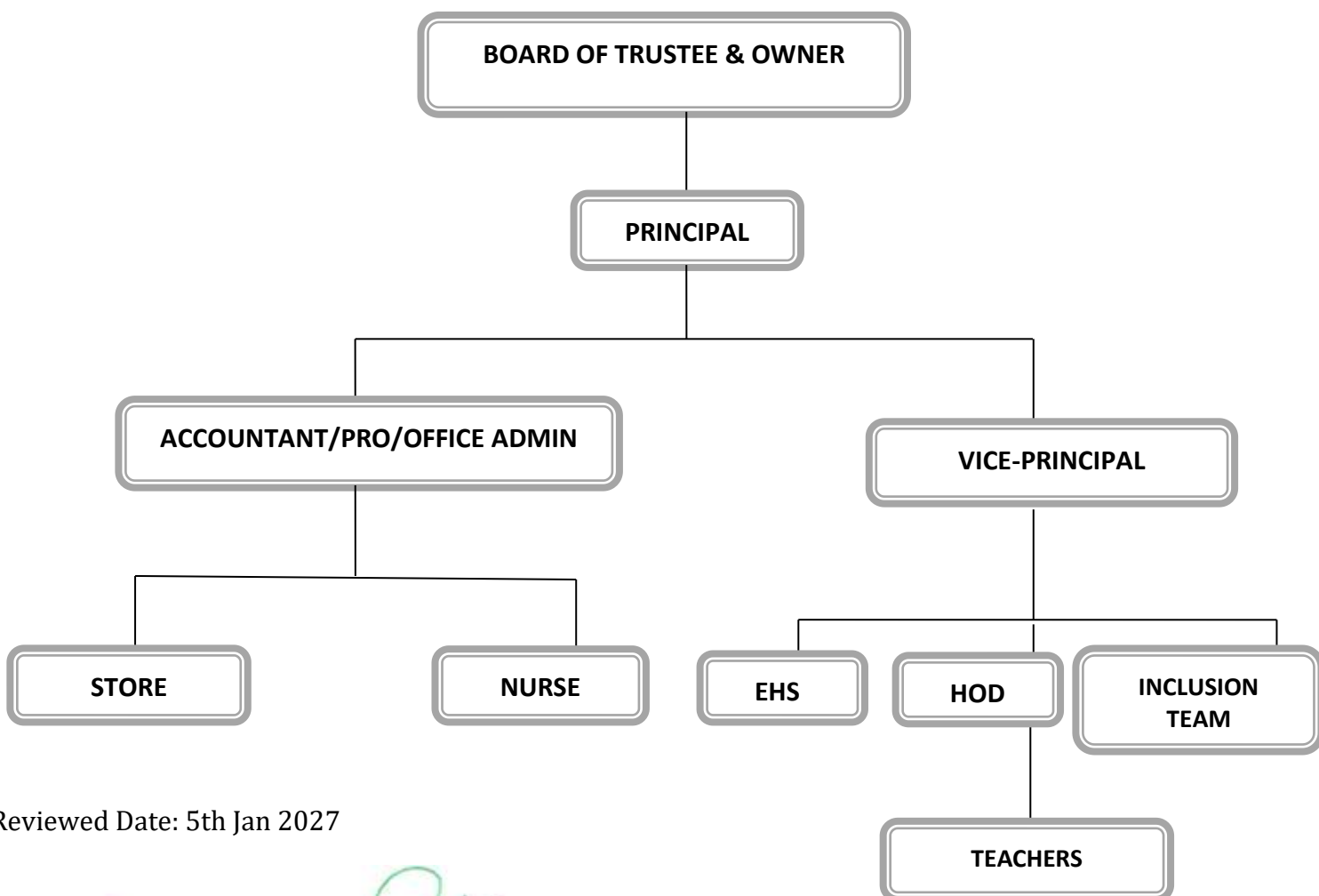
Shaikh Khalifa Bin Zayed Bangladesh Islamia Private School values feedback and sees complaints as an opportunity to improve. Our goal is to ensure a respectful, safe, and nurturing environment for all.

## 10. Organization chart is mentioned below:



SHAIKH KHALIFA BIN ZAYED BANGLADESH ISLAMIA PRIVATE SCHOOL

### ORGANIZATION CHART



Reviewed Date: 5th Jan 2027

*Shauzeena*