



Complaints & Grievance Procedures Policy 2025-26

1. Purpose

The purpose of this policy is to provide a clear, fair, and transparent process for addressing complaints and grievances from students, parents, staff, and other stakeholders. RAIS believes in open communication and continuous improvement, and is committed to resolving issues promptly, respectfully, and constructively.

2. Scope

This policy applies to all members of the RAIS community including:

- Students (Grades K–12)
- Parents/Guardians
- Teaching and non-teaching staff
- External stakeholders

This policy covers:

- Academic concerns
 - Student behavior or discipline issues
 - Staff conduct
 - School environment and facilities
 - Administrative decisions
 - Any other grievances related to school operations
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3. Guiding Principles

- **Respect & Confidentiality:** All complaints will be handled with respect and confidentiality.
 - **Fairness & Impartiality:** Grievances will be reviewed fairly, objectively, and without bias.
 - **Timeliness:** All concerns will be addressed as promptly as possible.
 - **Right to be Heard:** All stakeholders have the right to express concerns without fear of retaliation.
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4. Procedures

A. Informal Resolution

1. Step 1: Direct Communication

- Complainants are encouraged to first address concerns directly with the relevant individual (e.g., teacher, staff member).
- Most concerns can be resolved informally through open dialogue.

2. **Step 2: Supervisor Involvement**

- If the issue remains unresolved, the matter should be referred to the appropriate supervisor:
 - For classroom matters: Head of Department / Grade Coordinator
 - For behavioral matters: Counselor or Vice Principal

B. Formal Complaint Process

If informal efforts do not resolve the issue, a formal complaint may be submitted.

1. **Step 3: Written Complaint**

- Submit a **written complaint** to the Principal via email or school reception. Include:
 - Full name and contact details
 - Detailed description of the issue
 - Actions already taken
 - Desired resolution

2. **Step 4: Acknowledgement**

- The school will acknowledge receipt of the complaint within **3 working days**.

3. **Step 5: Investigation**

- The Principal or a designated member of the Senior Leadership Team will investigate the complaint.
- All parties involved will be given the opportunity to present their perspectives.
- Investigations will be completed within **10 working days** wherever possible.

4. **Step 6: Resolution & Communication**

- A written response outlining the outcome and any corrective actions will be provided to the complainant.
- If necessary, a meeting will be arranged to discuss the outcome.

C. Appeal Process

If the complainant is not satisfied with the outcome:

1. **Submit a Written Appeal** to the School Board (via the Principal).

2. The Board will review the case and respond within **15 working days**.
3. The decision of the School Board is final within the institution.

5. Anonymous Complaints

Anonymous complaints will be considered at the discretion of the Principal depending on the nature and seriousness of the issue.

6. Record Keeping

All formal complaints and resolutions will be documented and securely maintained for internal quality assurance and regulatory compliance.

7. External Escalation

If a resolution cannot be achieved within the school, complainants may approach the **Sharjah Private Education Authority (SPEA)** as the overseeing regulatory body.

Approval and Review	
Review date	May 25th 2025
To be reviewed on:	May 25th 2026
Approved as Policy by:	Principal: Mohannad Al Jayousi 