



GLENDALE
INTERNATIONAL
SCHOOL

Complaint Policy

Version History

Ver. No.	Authors	Date	Reviewer	Next Review Date
1.0	Jasmit Kang, Principal	September 2023	Amol Vaidya	August 2024



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Umm Al Hurair, Oud Metha, Next to American Hospital, Dubai, UAE | www.glendaleschool.org



GLENDALE INTERNATIONAL SCHOOL

1. Rationale

Glendale International School believes that students and parents are entitled to expect courteous, prompt, and careful attention to their needs, views, opinions, and wishes. We take any complaints or concerns that arise seriously; this could involve a student, a parent, or a member of staff. We also welcome suggestions and feedback to improve our schools.

2. Aims

- To provide clear guidelines for all stakeholders
- To ensure a safe environment
- To promote an environment of trust
- To meet our parents expectations

3. Policy Principles

Glendale International School recognises and acknowledges the parental entitlement to complain or raise a grievance and will endeavour to work with parents in the best interest of the students in our care.

Glendale International School culture is open and complaints will be received in a positive manner. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the school.

We also request that the school's staff and parents present a united front in order to avoid any child receiving potentially confusing or conflicting messages. We intend to bring all concerns about the running of the school to a satisfactory conclusion for all parties involved, to ensure a good quality of service for students and parents, to provide the best practices while following legislation, to guarantee transparency through open communication with parents and staff alike, and to maintain a good working relationship between everyone involved in the school. We will make every effort to resolve any issues within the school setting. In essence, this will mean the parents and carers of the student; it may also include neighbours of the school or any other members of the local community.

Confidentiality is vital. All conversations and correspondence will be treated with discretion and respect. The subject of the communication, including any personal information, will only be shared between staff on a 'need to know' basis. Knowledge of such will be limited to the principal and those who may directly be involved. It is the school's policy that complaints made by parents will not have any adverse effect on their children in any way. In the event of some complaints, it may be necessary to involve a third party, such as a government authority and/or the police. Should this be deemed appropriate, the school will ensure the complainant is also aware of this referral at this time.



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Procedure for making a complaint

Stage 1: Informal Discussion

The vast majority of complaints can be dealt with informally. There are many occasions where concerns are resolved quickly without the need to submit a formal complaint. Indeed, many concerns raised at this stage may not be classified as complaints.

Any party contacting the school may choose to contact the principal directly, of their own accord. In these cases, it will be at the discretion of the principal as to whether or not to direct them to the particular department that will handle the complaint. Otherwise, please see the flow chart (**Appendix 1**) at the end, which clearly explains who to complain to in the first instance

All concerns at this stage must be resolved or moved to the next stage within the week of the complaint. Most complaints should be resolved amicably and informally at this stage.

If the individual is dissatisfied with the response they have been given and would like to take it further, they should proceed to escalate the complaint to Stage 2.

Stage 2: Formal Complaint

All complaints that reach stage 2 should be presented in writing in English and must be logged in the 'School's Complaints Folder'. This folder is to be made available to the Glendale International School Executive Board.

At this stage, all communications between parties need to be carefully recorded and monitored with the following information:

- The name of the complainant
- The date and time at which the complaint was made
- The details of the complaint
- How the complaint has been dealt with so far (include written evidence and dates of interviews)
- Results and conclusions so far
- Responses from the complainant

Informal discussion with the Principal

Before proceeding with a formal investigation, the principal will meet with the individual and discuss their concerns. It may still be appropriate and satisfactory to reach an informal resolution at this stage. If not, the principal will proceed in accordance with the complaints policy and advise parents accordingly.





Submitting a Formal Complaint

The complainant should use a Formal complaints form (**Appendix 2**)

The principal should formally acknowledge the complaint within 24 hours of receiving it and begin the investigation.

The principal will need to investigate the complaint and review all necessary documentation.

If necessary, the principal will interview witnesses and take statements from those involved. If the complaint involves a student, the student will also be questioned in the presence of the inclusion teacher/head.

When the investigation is complete, we will meet with the parents to discuss the outcome within 10 working days of the acknowledgment.

The opportunity to meet and discuss the outcome of the investigations with the complainant should be offered at a mutually convenient time.

Minutes of the meeting should be recorded by a third party during the session and an agreed-upon written record of the discussion should be shared afterwards. The minutes should record whether or not the complaint has been upheld, the reasons why, and what action (if any) will be taken. All of the parties present at the meeting should sign the minutes and receive a copy.

A record of the written complaint from the parents and the summative points from the meeting shall be kept in the following files:

- The student's personal file, if it's related to the child only
- The academic staff's file, which is with the principal if it's related to the academic staff only,.
- In the school files for all non-academic staff, school facilities, administrators, and HR/accounts, if appropriate, or if it's related to the school in general.

In the file for the Principal that is with the Principal at Glendale International School central office, if the complaint is regarding the Principal

Records are retained for a period of 2 years





Stage 3: Referral to the Principal and/or Senior Executive Board at Central Office

In the event that the complainant remains dissatisfied with the outcome of the school's investigation, the matter may be referred to the principal and/or senior executive board at the Glendale International School central office. The elected members of the Senior Executive Board will request a full report from the principal along with all relevant documents. On the basis of these, they may call individual members of staff for a briefing. The principal or the elected member of the senior executive board from the central office will acknowledge receipt of the referral that the complaint is being reviewed and will ask if the parent wishes to add further details for consideration. A date will also be given by which the parent may expect a full response. The member of the Senior Executive Board may be able to offer a new approach that may satisfactorily conclude the matter for the parent.

The response will be clear and detailed but if the parent remains dissatisfied, a member of the senior executive board will also offer a meeting. Attendance would be as follows:

- A member of the Senior Executive Board
- The Principal
- A relevant member of staff
- The parents

Note that if your complaint is about the principal, you would follow the procedure of Stage 3 to make your complaint.

Stage 4: Formal complaint to the KHDA

In the unlikely event that the school is unable to address an individual's concerns about their satisfaction, the individual may wish to approach the regulator. The Knowledge and Human Development Authority (KHDA) in Dubai is the regulator, and this option can be pursued.

Parents can approach KHDA or ADEK at any stage of the complaint procedure. To follow are the contact details.

[Link here for KHDA](#)

KHDA
Block 8, Academic City, PO Box 500008
Dubai UAE





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Curriculum related complaints:
tamima.s@glendaleschool.org



Pastoral related issue form year 1-6
aneera.j@glendaleschool.org



Specialist subjects related complaints:
alvin.d@glendaleschool.org



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For any admissions related complaints, please contact:

Aisha Tahir: admissions1.dubai@glendaleschool.org

Rosmin Gonsalves: admissions.dubai@glendaleschool.org

Mary Jane Soriano: admissions2.dubai@glendaleschool.org

For other complaints or concerns, please contact:

School landline: 800 Glendale

EA: ea.dubai@glendaleschool.org

Appendix 2

Your Name	
Child's Name	
Year	
Complaint against	
phone number	

Details Of your Complaint	
Date & Time of Incident	
What action, if any, have you taken already?	
To whom did you speak and report the incident and what was their response?	
What action do you think may resolve the problem at this point?	
Are you attaching any further evidence? If so, please give details here	
Signature	
Date	



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For official use

Date Received	
Date Acknowledgement sent & by whom	

Details Of your Complaint	
Date & Time of Incident	
What action, if any, have you taken already?	
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