



COMPLAINT POLICY

2017 -2018





Complaint Policy- Version 1.0

We at Amity encourages communication amongst all areas of the school community. We believe that it is essential for children, parents and staff to work together in a climate of trust and respect for these aims to be fulfilled.

Deepali Dabas

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Amity School- Dubai

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Founding Principal

Amity School- Dubai

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Document History

Draft

Name	Designation	Date	Version No.	Revision Description
Ms. Deepali Dabas	Counsellor	15 th May 2017	1.0	

Review

Name	Designation	Date	Version No.	Revision Description
Mr. Srinivas Naidu	Founding Principal	15 th May 2017	1.0	

Approval

Name	Designation	Date	Version No.	Revision Description
Dr. Vajahat Hussain	CEO	15 th June 2017	1.0	

Introduction

Amity School Dubai encourages communication amongst all areas of the school community. It is essential that parents and PRE (Parent Relation Executive) work closely together. PRE will collaborate closely with parents and carers, and willingly listen to them. Our aim is to also give children the intellectual and emotion tools they need to lead an interesting, rewarding and diverse life. We believe that it is essential for children, parents and staff to work together in a climate of trust and respect for these aims to be fulfilled. In school, most concerns are likely to be expressed by parents of our children but some may come from the children themselves or other interested parties. In most cases the class teacher will be the first port of call and should be able to resolve an issue. Parents concerns will be addressed with urgency and thoroughness. If matters raised as concerns are not resolved to the satisfaction of all parties, the dissatisfied party may wish to appeal through the formal complaints procedure. The school recognises the difference between ‘concerns’ which will generally be dealt with informally and ‘complaints’ which will be subject to a formal procedure.

The school complaints procedure is as follow:

- ❖ It is the aim of the school to resolve concerns quickly and informally.
- ❖ If parents have a concern they should normally contact PRE. In many cases, the matter will be resolved straightaway to the parents’ satisfaction.
- ❖ Concerns which come to a member of staff from other sources should be passed immediately to the PRE who will direct the matter to the relevant member of staff. No direct interaction should be there unless requested.

Confidentiality: A written record will be kept of all complaints. The number of complaints registered under the formal procedure during the preceding school year will be supplied to parents on request. Correspondence, statements and records relating to individual complaints will be kept confidential.

