



COMPLAINTS PROCEDURES AND POLICY FOR PARENTS AND GUARDIANS

Pakistan International School Doha, Qatar

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1. Introduction

Pakistan International School Doha (PISQ), is dedicated to providing high-quality education and services to the Pakistani community in Qatar. We understand our responsibility to our parents and community, and we strive to maintain open communication to address any concerns.

Our staff actively listens to parents and stakeholders through formal and regular channels, including WhatsApp messages, parent-teacher meetings, and phone calls. We believe that students' education is greatly enriched when parents wholeheartedly support and collaborate with our staff and leadership. Many concerns and issues can be effectively addressed without formal procedures if they are raised early. Typically, the class teacher or Discipline Incharge is the first point of contact, and we strive to resolve issues at this level.

However, we recognize that there may be occasions when parents/ guardians are not satisfied and may wish to lodge a complaint. This document provides a comprehensive overview of the complaint process and how the school will address any issue. If initial efforts to resolve a concern are unsuccessful or if the individual raising the concern remains dissatisfied, formal procedures will be implemented to ensure the matter is properly addressed.

1.1. Who Should Read This?

This information is primarily for parents and guardians of the students of PISQ. However, it is also relevant for anyone else who wishes to make a complaint about PISQ.

1.2. What Is a Complaint?

A complaint is a verbal or written expression of dissatisfaction. Examples of complaints include:

- Concerns about the quality of education being provided.
- Issues related to student behavior and discipline.
- Dissatisfaction with school facilities or resources.
- Concerns about the conduct of a teacher or staff member.
- Problems with communication between the school and parents.

1.3. Other Complaints

Some complaints are not handled by this procedure. For example, complaints about school admissions or fee payments are dealt with by separate school policies.

1.4. What is not a Complaint?

The following are not considered complaints and will be dealt with differently. Please contact the school for assistance:

- A request for or the submission of information.
- A question about a registration, policy, or procedure.
- A report about an incident.
- Other similar circumstances.

1.5. Making a Complaint

If parents or guardians have a complaint, they should normally contact their ward's Class Incharge, Discipline Incharge, Vice Principal, or use the online complaint form available on the school's website, the suggestion and complaint box available at the school's reception, or WhatsApp.

1.6. Internal Complaint Committee

A committee of faculty members is designated to assess complaints, ascertain the facts, and seek resolution. The findings will be conveyed by the Internal Complaint Committee. This committee includes:

- Chair: Vice Principal Boys-Wing
- Co-Chair: Discipline Incharge
- Two Senior Faculty Members
- A Teacher of Islamic Studies

2. Complaint Resolution Procedure

Complaints will be dealt with in two ways:

1. Informal Resolution of the Complaint
2. Formal Resolution of the Complaint

2.1. Informal Resolution of the Complaint

We hope that most complaints and concerns will be resolved quickly and informally. In many cases, the matter will be resolved straight away to the parents' satisfaction. If the Class Incharge cannot resolve the matter alone, it may be necessary for them to consult the Discipline Incharge, Vice Principal, or Principal.

Complaints made directly to the Class Incharge, Discipline Incharge, Vice Principal, or Principal will usually be referred to the relevant member of staff unless the Principal deems it appropriate to handle the matter personally. Any member of staff receiving a complaint will acknowledge its receipt and will make a written record of the concerns and complaints and the date on which they were received. Should the matter not be

resolved within 3 working days, or if the school and the parent fail to reach a satisfactory conclusion, parents will be advised to proceed with their complaint in accordance with the formal complaint procedure.

2.2. Formal Resolution of the Complaint

If the complaint cannot be resolved informally, parents should submit their complaint in writing by emailing, using the online complaint form available on the school's website, using the suggestion and complaint box available at the school's reception, or via WhatsApp. The Principal will then forward the case to the School's Internal Complaint Committee. The Internal Complaint Committee will handle the complaint based on its nature. In the first stage, the committee will contact the complainant, take their statement, and then proceed accordingly.

2.3. Acknowledgement

A notification of a complaint will be acknowledged by telephone or in writing within two working days during term time and as soon as practicable during holidays. A matter raised orally will not necessarily be acknowledged in writing but will be recorded by the person dealing with the matter.

2.4. Investigation Procedure

The school will endeavor to ascertain:

- The nature of the incident,
- The individuals implicated,
- The desired resolution according to the complainant,
- Appropriate remedies for the raised issues.

The Committee will:

- Conduct interviews with all pertinent parties, maintaining detailed records,
- Assess records and any documented evidence, ensuring their safekeeping,
- Compile a thorough report outlining the facts and proposing potential resolutions,
- Provide feedback to parents within the specified timeframe outlined in this policy.

2.5. Unresolved Complaints

- If the complaint is not resolved, a complete case with procedures and evidence will be forwarded to the MOE&HE.

2.6. Malicious Complaints

- The school has full authority to take necessary action against malicious complaints registered by the parents if it is investigated properly and proved as well and endorsed by the MOE&HE. The MOE&HE will take appropriate actions after the investigations have completed whether by closing the case or issuing the warning or by the implementation of the penalties if any negligence or dishonesty or not taking appropriate actions is proved against the school.

3. Timescales

Please note: PISQ will only consider complaints that have been received within a reasonable time of the incident being complained about. Generally, this will be within 2 calendar months. Although it is reasonable to expect complaints to be made as soon as possible after an incident, there may be good reasons for not doing so, which means that in exceptional circumstances the school may still consider a complaint, even if there has been a delay in raising it.

Complaints need to be considered and resolved as quickly and efficiently as possible:

- A complaint will be acknowledged within 2 working days of being received, whether verbally, in writing, electronically, or by phone/SMS.
- The complaint must be recorded on the appropriate form to be progressed.
- Each stage of the process will be carried out as quickly as possible, understanding that time is key to a successful resolution of a complaint.
- The administration will strive to resolve the complaint within 5 working days.
- If it is not possible to meet this timescale, then all parties shall be fully informed of the delay and the reasons.

4. Accountability

The school will take appropriate action according to the conditions/demands, including issuing warning letters, penalties, etc., in accordance with the internal policies of the school, if any negligence or mistake is proven against any employee.

5. Recording Complaints

Regardless of how a complaint is initially made, PISQ will ask all complainants to record their complaint carefully on a form for the purposes of accurate record-keeping and response. However, the complainant may have communication preferences due to language issues or disability, and the school will allow for an appropriate alternative or support in this circumstance. With the complainant's agreement, the school may fill out the form for them.

- To prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls should be kept and a copy of any written response added to the record.
- The Internal Complaint Committee will record the progress of the complaint, stage by stage, and the final outcome.

- The person dealing with the complaint at each stage is responsible for making a record or keeping a note of the proceedings.
- When the complaint becomes formal and is forwarded to the Internal Complaint Committee for inquiry, the committee will keep the record.
- Complainants may be asked to sign these records as acknowledgment of a successful conclusion or simply that the process and procedure are being undertaken.
- Complainants refusal to sign will not mean that the records are inaccurate, invalid, or that the appropriate procedure has not been carried out.

6. Data Privacy

All sensitive information provided by complainants during the complaint resolution process will be handled with the utmost confidentiality and in compliance with applicable data protection regulations, including but not limited to the Qatar Data Protection Law. Such information will only be accessible to individuals directly involved in the complaint resolution process and will be used solely for the purpose of investigating and resolving the complaint. Measures will be in place to safeguard against unauthorized access, disclosure, or misuse of sensitive information. Complainants have the right to request access to their own information and to request correction or deletion of any inaccurate or irrelevant data.

7. Review

The policy undergoes annual review by the School's Internal Complaint Committee to ensure relevance and effectiveness.