CONCERNS & COMPLAINTS POLICY 2026-2027

Phoenix Private School, Doha – For Parents & Staff

Effective Date: August 2026

Approved By: Principal

Next Review Date: August 2027

1. Mission, Vision, and Values

Mission:
To develop future leaders who are able to make positive changes throughout the world. We challenge today to create a better tomorrow.
Vision:
To prepare a generation of Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors.
Values:

- Perseverance
- Honesty
- Originality
- Enrichment
- Nurturing
- Inspiration
- eXcited to learn

2. Purpose

The Phoenix Private School takes all concerns and complaints from stakeholders very seriously. We are committed to addressing matters swiftly, fairly, transparently, and in accordance with the requirements of the Ministry of Education and Higher Education (MOEHE), including Circular 4 (2023).

We aim to:

- Resolve concerns at the earliest possible stage
- Maintain positive partnerships with parents and students
- Ensure accountability and transparency
- Learn from feedback to improve practice
- Uphold our school values in all interactions

3. Guiding Principles

In alignment with our values:

- Concerns are addressed promptly and professionally.
- All parties are treated with dignity and respect.
- Confidentiality is maintained.
- Complaints are investigated objectively and fairly.
- Retaliation against any complainant will not be tolerated.

4. Definitions

Concern – An informal expression of worry that can usually be resolved through discussion.
Complaint – A formal expression of dissatisfaction requiring investigation and a documented response.

SECTION A: PARENT & PUBLIC COMPLAINTS

5. Communication Pathway (Stage 1 – Informal Resolution)

We encourage parents to contact the most appropriate member of staff via the school **Communication Tree**, depending on whether the concern relates to:

- Administrative matters
- Academic provision
- Behaviour
- Health & Safety
- Safeguarding

The **Communication Tree** ensures that any concerns are directed promptly to the appropriate member of staff, enabling swift and effective resolution.

Matters relating to students safeguarding, wellbeing and student safety are handled by the Safeguarding and Pastoral Team to ensure they are addressed with the highest level of care and priority.

Any safeguarding, wellbeing or safety concerns involving a member of staff must be reported directly to the Principal.

For serious complaints, the school's official telephone numbers and the designated Complaints Committee email address, as mandated by the Ministry of Education and Higher Education (MOEHE), are publicly available to ensure transparency and accessibility.

Initial Handling Procedure

Concerns raised to reception/admin

1. Concern is received via to reception/admin via phone call, in person or email
2. Recorded on the concerns/complaints log(key information)
3. Reception/admin assesses who the correct person is to deal with the matter (e.g. Class teacher, Key Stage Lead, Pastoral, Safeguarding team).
    a. If yes → An acknowledgement of receipt is sent.
    b. If no → The concern is forwarded to the appropriate staff member / department who then contacts the parent.
4. Initial acknowledgement emails are sent within **24 working hours**.
5. Full responses (once information is gathered) are issued within **3 working days**.

Concerns raised directly via the communication tree

1. Concern is emailed to the relevant staff member.
2. The staff member assesses whether they are the correct person to deal with the matter.eg. Class teacher, Key Stage Lead, Pastoral, Safeguarding team
    a. If yes → An acknowledgement of receipt is sent.
    b. If no → The concern is forwarded to the appropriate staff member/department who then contacts the parent.
4. Initial acknowledgement emails are sent within **24 working hours**.
5. Full responses (once information is gathered) are issued within **3 working day**

6. Stage 2 – Formal Complaint (Complaints Committee)

If the concern is serious or remains unresolved, it turns into a complaint and is escalated to the Complaints Committee.

Committee Procedure

- Complaint form is completed/email sent to PPS Complaints or complaint is escalated
- The Committee meets within **48 working hours** of receiving the complaint.
- Minutes are recorded.
- An investigation is initiated where necessary.
- A written response from the Principal is issued within **2 working days** of receipt.

7. Stage 3 – Appeal

If the complainant remains dissatisfied:

- A written appeal may be submitted to the Principal (if not already involved).
- The decision following appeal is final within the school's internal procedures.

SECTION B: STUDENT COMPLAINTS

When a concern is received from a student:

1. The staff member determines whether they are the appropriate person to deal with the matter.
2. If appropriate → The relevant school policy is initiated.
3. If not → The concern is referred to the appropriate leader immediately.
4. The responsible staff member will:
    a. Speak with the student
    b. Request a written statement if necessary
    c. Take appropriate action

This process begins within **48 working hours**.

Relevant policies may include:

- Communication Tree
- Rewards & Behaviour Policy
- Wellbeing Policy
- Health & Safety Policy
- SPL Policy
- Attendance Policy
- Homework Policy
- Mobile Phone Policy
- Parent–Student–Teacher Contracts

SECTION C: MOEHE REQUIREMENTS (Circular 4, 2023)

Phoenix Private School complies fully with Ministry requirements:

a) Complaint Form

- A formal complaint form must be completed by the complainant.
- It must be signed by a member of the Administrative Leadership.

b) Reporting to MOEHE

- All complaints not resolved must be reported to the MOEHE Complaints Department (ps-complain@edu.gov.qa).
- Reporting must occur within **5 working days**.

c) Preventative Action

- Complaints Committee study recurring issues.
- Proposed solutions are developed to prevent recurrence.

d) Quarterly Reporting

A quarterly report is submitted outlining:

- Number of concerns and complaints
- Categories
- Outcomes
- Actions taken

f) Annual Parent Satisfaction Survey

The school conducts an annual survey to measure satisfaction with the Complaints Committee's effectiveness.

SECTION D: Complaints Committee Membership

The Complaints Committee consists of:

- Heads of Key Stage
    - Foundation Stage = Ms. Neha Khalid
    - Key Stage 1 & 2 = Ms. Asmaa Elnaggar
    - Key Stage 3 = Mr. Hamza Shahid
- Whole School Head of MOE Dimension Subjects = Mr. Mohamed Aboghnima
- Whole School SPL3 Lead = Ms. Karla Al Khoury
- Whole School Pastoral and Safeguarding: Mr. Daire McComiskey
- Head of Admissions & MOE Coordinator: Ms. Sally El Hamed
- Head of HR = Ms. Rasha Gouda
- Principal = Mr. Faheem Mohamed

8. Confidentiality

All complaints are handled sensitively and confidentially. Records are securely stored in accordance with safeguarding and data protection requirements.

9. Unreasonable or Vexatious Complaints

The school reserves the right to implement a communication protocol where complaints are:

- Repetitive
- Abusive
- Vexatious
- Threatening

10. Record Keeping

A confidential Complaints Log is maintained including:

- Nature of complaint
- Investigation actions
- Outcome
- Reporting to MOEHE (if applicable)

11. Monitoring and Review

This policy is reviewed annually by the Senior Leadership Team to ensure:

- Continued compliance with MOEHE regulations
- Alignment with the school's mission and values
- Continuous improvement