

The Phoenix Private School Complaints Policy

At PPS we take our stakeholders complaints very seriously, and aim to deal with it swiftly and thoroughly.

Parent complaints:

We encourage parents to complain to the most appropriate member of staff via the communication tree, depending on whether their complaint is regarding administrative, behavioural, academic, health or technological. Our communication tree help parents find the correct email address to quickly reach the staff member who can help. We also advertise our school phone numbers and the complaints committee email address, for serious complaints, which has been mandated by the Ministry of Education and Higher Education.

When a complaint is received from a parent or member of the public:

1. The member of staff immediately assesses whether they are the correct person to deal with this complaint. If they are, they send a reply of receipt. If they are not, they will forward the email to the correct person or department, who will then email the parent
2. Initial reply emails aim to be sent within 24 working hours, and full responses, once information has been gathered, aim to be sent within 3 working days of receiving the email.
3. If the email was received by the complaints committee. The committee meets within 48 working hours of receiving the email, minutes are taken, and investigation is initiated (if necessary), and a response from the Principal or Deputy Principal is sent no more than 2 working days after the receipt of the email.

Further requirements required by the MOE (Circular 4, 2023):

- a. The complaint form must be completed by the complainant and signed by a member of the Administrative Leadership.
- b. The school must report all complaints that have not been resolved in Arabic language to the Ministry of Education and Higher Education's complaints department (ps-complain@edu.gov.qa) within a maximum of five working days.
- c. The school should form work teams from among the committee members to study the most common problems and present proposed solutions to avoid their recurrence.
- d. The school should prepare an action plan to reduce the spread of bullying among students.
- e. The school should submit a quarterly report on the committee's performance, including an inventory of the number
- f. The school should prepare an annual survey to measure parents' satisfaction with the committee's work

When a complaint is received from a student:

The member of staff immediately assesses whether they are the correct person to deal with this complaint. If they are, they initiate the relevant school policy. If they are not, they will contact the relevant person in school and update them on the complaint. This individual will have a conversation and/or ask for a statement from the student within 48 working hours.

Please see also:

- Communication Tree (Communication Policy)
- Rewards & Behaviour Policy
- Wellbeing Policy
- Health & Safety Policy
- Parent-Student-Teacher Contracts
- SEN Policy
- Homework Policy
- Attendance Policy
- Mobile Phone Policy

Members of the Complaints Committee:

- All Head of Key Stage's (FS, KS1, KS2, KS3)
- Head of MOE Subjects
- Student Wellbeing Managers
- Head of Admissions
- Head of HR
- Head of Operations
- Deputy Principal
- Principal