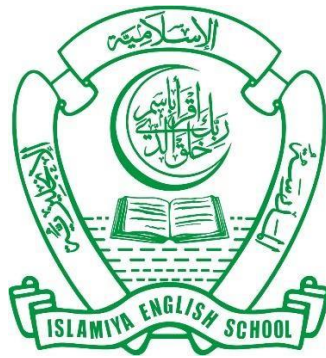


# COMPLAINT POLICY

(Revised in August 2024)



***Islamiya English School Abu Dhabi LLC***



## **Complaints policy**

### **1. Introduction**

We believe that our school provides good education for all our children, and that the headmaster/mistress and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

### **2. Aims and objectives**

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration do all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provides sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **3. The complaints process**

#### **How to share a concern**

If a parent is concerned about anything to do with the education or discipline that we are providing at our school, they should, in the first instance, discuss the matter with their Child's class/ subject teacher. The school's Pupils diary is a way to communicate with the teacher or an appointment can be made with the Headmaster/mistress. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

#### **What to do if the matter is not resolved through informal discussion**

- Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headmaster/mistress. The headmaster/mistress considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

#### **Sharing a concern about the headmaster/mistress**

Should a parent have a complaint about the headmaster/mistress, she/he should first make an informal approach to the Principal, who is obliged to investigate it. The Principal will do all she/he can to resolve the issue through a dialogue with the headmaster/mistress, but if a parent is unhappy with the outcome, she/he can make a formal complaint. The prescribed proforma for a formal complaint can be obtained from the front office. It should be submitted to this office, duly filled in and an acknowledgement obtained. The matter will be thoroughly investigated by the Principal and a written reply will be given within a week's time.

### **Who to appeal next**

If the complaint is not resolved, a parent may make representation to the ADEC

### **4. Monitoring and review**

- The Principal monitors the complaints procedure, in order to ensure that all complaints are handled properly. The headmaster/mistress logs all complaints received by the school and records how they were resolved. Directors examine this log on an annual basis.
- The school takes into account any local or national decisions that affect the complaints process, and makes any modifications necessary to this policy. This policy is made available to all parents so that they can be properly informed about the complaints process.

### **GENERAL CODE OF CONDUCT FOR TH STUDENTS:**

- Students should maintain discipline and decorum in the class and in the campus.
- Undesirable behavior like being inattentive, indifferent, discourteous to the teachers, tampering the notice board, damaging property, littering the campus and any in disciplined act which affect the image, prestige and reputation of the institution will be viewed seriously and such students will be suspended from the institution during the academic year.
- Students should cultivate the habit of reading the notice board.
- A student should not leave the class without permission.
- Standing in groups and talking are strictly prohibited in the corridors, staircase or doors.
- Students shall handle the furniture, books and any property of the institution with great care. Any loss or damage of the property will be penalized individually or collectively.
- Students will not hold any meetings or collect funds without the permission of the Head of the institution.

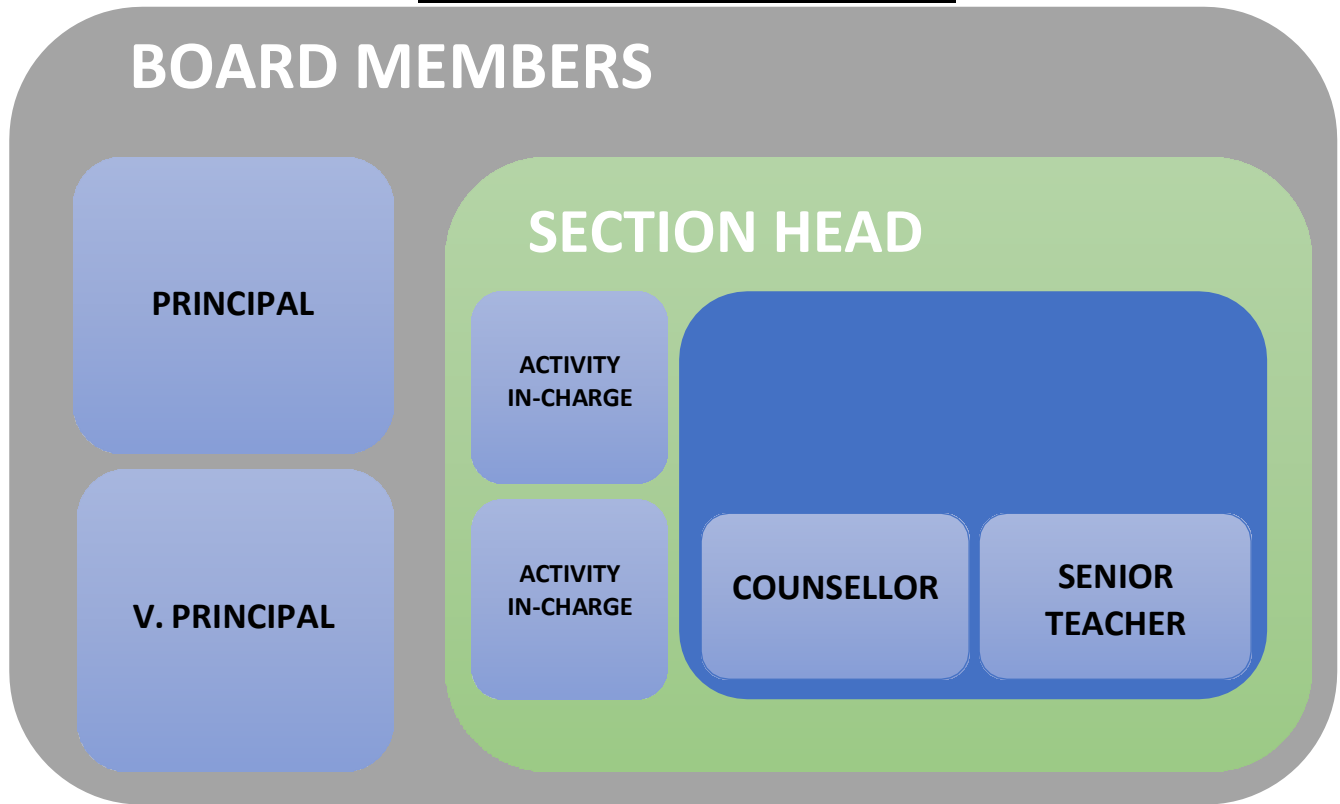
### **STUDENTS MUST FOLLOW THESE RULES AND REGULATIONS:**

(They will be counselled, warned penalized otherwise suspended & ultimately rusticated depending on the severity of the offence.)

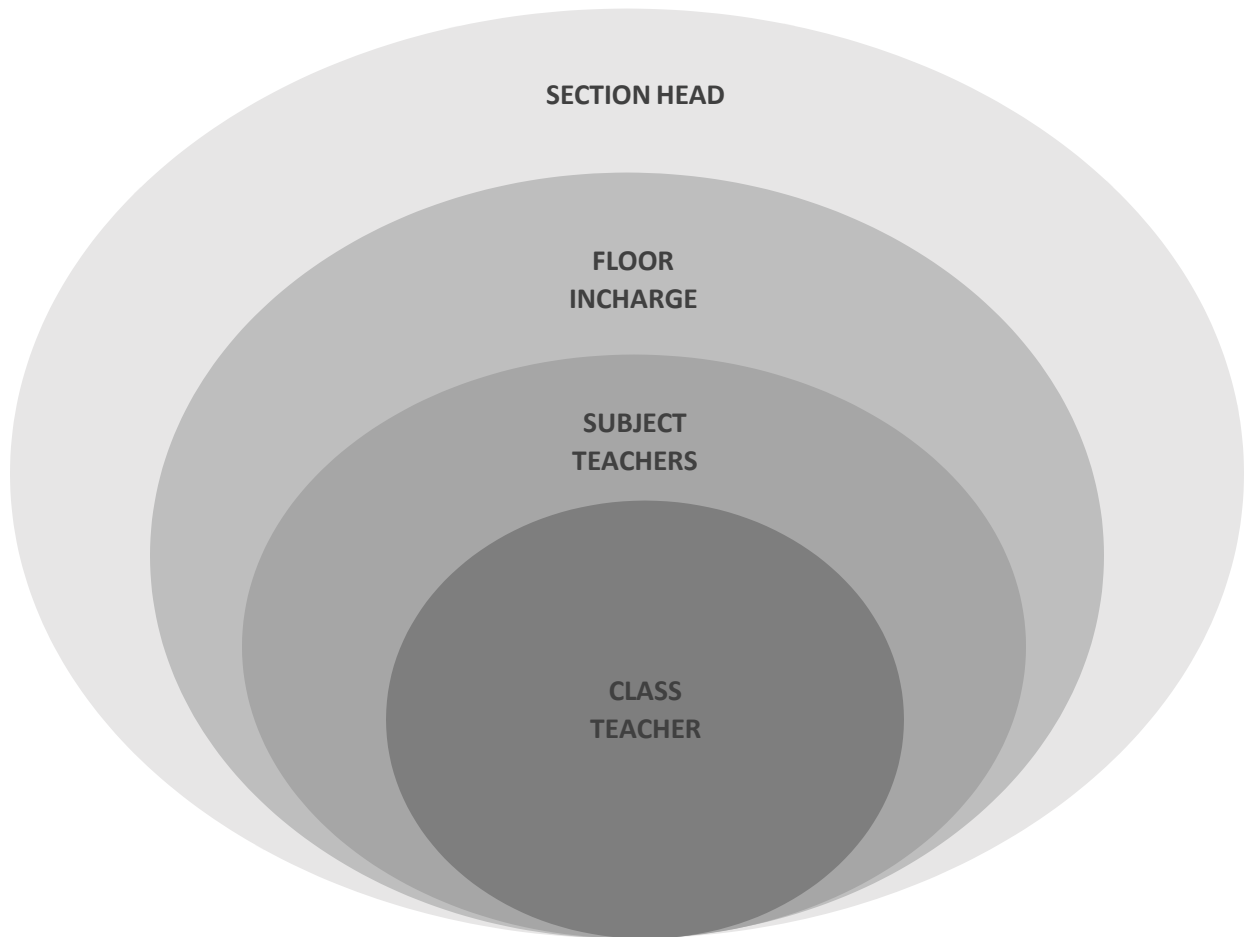
1. Punctuality is of great importance in developing a disciplined and organized individual. As such habitual offender will be subjected to corrective action. A record of late attendance will be maintained in the diary and appropriate action taken depending upon the severity and frequency of the offence.
2. Regularity is another important virtue that needs to be cultivated among students. Absence may cause serious academic loss to the concerned student. It may even affect his attitude towards studies. Absence without valid reason will be considered a serious offence and action taken accordingly. Habitually irregular students may face penalty.
3. Politeness and good manners will be expected from all students towards each other and towards all member of the staff. Compliance to instructions given by teachers and other members of the staff is obligatory for every student. A student found to be repeatedly arrogant and disrespectful to his teachers would be penalized or face appropriate penalty or be asked to leave the school.

4. Stealing others belongings is a very serious offence. It can lead to immediate warnings, penalty or expulsion from the school.
5. It is important for the school to develop English speaking atmosphere as this has a positive bearing on the children's quality of spoken English. Hence, all children are expected to communicate with their teachers and with other students only in English. Speaking in any other language other than English may invite penal action.
6. Lying and deceitful behavior are considered to be serious offences. Frequent offenders will be disciplined.
7. Unruly behavior in the school premises or even in the school bus will not be tolerated by the school authorities.
8. Wearing of the prescribed School Uniform is compulsory for all students during normal school hours, at school functions during picnics, etc. Winter-wear and sportswear should be used according to the instructions issued by the school authorities from time to time.
9. Parents are expected to follow the decorum during parents-teachers' meetings and avoid entering heated arguments with teacher. Such an attitude affects the morale of the teachers and is detrimental to the interest of their own children. Meetings between parents and teachers are disallowed on other normal working days.
10. Students are not allowed to make telephone calls to their parents during regular hours of the school unless in an emergency with prior permission of the school authorities.
11. Children should be neatly dressed. They are not expected to keep long nails. Boys are not allowed to have long hair.
12. Children should not bring cash & expensive articles to the school. The school will not undertake any responsibility if precious belongings are lost by them. Girls are not allowed to wear jewellery of any kind.
13. Punishment in acceptable forms may have to be enforced to correct the behavior of the child. Parents are expected to appreciate the fact that such steps are always taken in the interest of their own children.
14. Children suffering from contagious diseases will not be allowed to attend school.
15. The school administration realizes and takes all necessary precautions to avoid accidents and injuries to children in the school premises, during the excursions, picnics, etc. The school will not accept responsibility for unavoidable and unexplainable accidents.

# DISCIPLINARY BOARD



# DISCIPLINE AT ROOT LEVEL



## CLASS ROOM RULES & REGULATIONS

### RULE 1

- **Remain in your assigned seat unless you have permission to get up** - Throw scraps away at the end of the period on your way out.

### RULE 2

- **Do not eat candy or other food in class unless you have been given special permission.**

### RULE 3

- **Bring required materials every day unless you are otherwise directed.**

### RULE 4

- **Talk only when permitted** – Be aware of the situation since quiet talking is allowed in some situations and speaking to the entire group without raising your hand May be allowed in others.

### RULE 5

- **Use polite speech and body language** – Unkind teasing and impolite behaviors is unacceptable.

### RULE 6

- **Do not cheat** – Students caught cheating will receive a zero and a phone call home, both the student who shares his work for an independent assignment AND the Person who copies it will suffer the same consequences.

### RULE 7

- **Smoking** – Smoking is prohibited at school and at all school functions.

### RULE 8

- **Uniform** – Students are expected to maintain a standard of dress that does not interfere with their education and is not distracting or disruptive to others.

## RULE 9

- **Disruptive or Disrespectful Behavior** will not be tolerated at any stage

## RULE 10

- **Leaving School Property Without Permission** – Once students have arrived at school for the day, by bus, walking or car, they are not permitted to leave or return without properly signing out or signing in. Students may not leave school property for any reason without authorization from the principal, vice principals or section heads.

## RULE 11

- **Exiting Campus After School** – Safety and security issues necessitate that we exit school and the campus in an orderly and timely manner, upon dismissal, all students are required to report to the appropriate areas to leave campus.

## RULE 12

- **Mobile Phone** – Cell phones are strictly banned in school area.

## RULE 13

- **Laser Pointer, electronic Devices or Games** – These items are not to be brought into the school for any reason. They may be confiscated by any staff member and will be returned at the end of the school year.

## RULE 14


- **Classroom Behavior** – Students are expected to follow the rules that individual teachers have established for student conduct

## RULE 15


- **FIGHTING** – Fighting is an offence, try avoiding it otherwise you will face the consequences.

## When Classroom Rules Are Broken

**The rule is broken once:** The teacher conferences with the student. This should be done in a quiet area in the classroom or just outside the door as to not embarrass the child. The child should be prompted as to what they will do in the future




The rule is broken a second time: There should be at least one of the following in place:  
Time out  
Detention  
Notice to parent  
Student writes a note to parent  
A behavior journal is started with points for positive and consequences for negatives




**The rule is broken a third time:** Parents are informed of previous inappropriate behavior and that if the behavior continues a behavior plan will be put in place.

## When Classroom Rules Are Broken

**The rule is broken a fourth time:** Some possible consequences for a rule being broken four times are:  
In school or out of school a one day suspension  
Referral to a board specialist.  
Involvement of the behavior specialist or special education specialist depending on school.  
Parent conference.



**SCHOOL FIGHT:** Posturing to fight is considered a serious offense and may result in suspension of up to 10 days.



**Mobile Phones, Laser Pointers, Electronic Devices or Games:** Repeated violations, and/or the unauthorized use of a mobile phone during the school day will result in additional suspension.



## **DISCIPLINE REPORT**

1) Name: \_\_\_\_\_ Father's Name: \_\_\_\_\_  
Grade: \_\_\_\_\_ Section: \_\_\_\_\_ is being reported for ---

- |                                |                             |
|--------------------------------|-----------------------------|
| a) Misconduct with the Teacher | b) Fighting with Class-mate |
| c) Stealing                    | d) Telling lie              |
| e) _____                       | f) _____                    |
| g) Defaulting in               |                             |
| 1) Uniform                     | 2) Punctuality              |
| 3) Home Assignment             | 4) _____                    |
| 5) _____                       |                             |

Date: \_\_\_\_\_

Teacher's  
Name: \_\_\_\_\_

Time/ Period: \_\_\_\_\_

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### **CONFESSION/ REALIZATION**

2) I \_\_\_\_\_ S/o / D/o \_\_\_\_\_  
of Grade \_\_\_\_\_ Section \_\_\_\_\_ do confess and realize my fault. I am sorry and I  
apologize for the same. I promise I'll not repeat it.

Date: \_\_\_\_\_

Student's  
Signature: \_\_\_\_\_

Tel No: \_\_\_\_\_

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### **COUNSELLING/ WARNING**

(1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_)

3) You are advised/ admonished/ warned to be;  
a) Respectful to the rules/ the teachers  
b) Committed to your promise

Student: \_\_\_\_\_

Headmaster/  
Headmistress: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

---

### **INFORMATION**

Parent: \_\_\_\_\_

Principal: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**NOTE**

The students/ parents are requested to take care of the action taken by the Principal/ Headmistress. Any boy/girl not responding positively twice to the counselling, liable to bear any of the following

1. May be detained for 30 - 40 minutes after school.
2. May be suspended from the school for 3 days.
3. May be referred to the Ministry of Education for expulsion.

*Student:* \_\_\_\_\_

*Headmaster/*

*Parent:* \_\_\_\_\_

*Headmistress:* \_\_\_\_\_

*Date:* \_\_\_\_\_

*Date:* \_\_\_\_\_

Office use only

Reg. No

## Complaint Lodgment Form

This form should be used only when all avenues to have your complaint resolved at the school have been exhausted and you feel the issue/s are of such significance that you wish to register your complaint in writing with the school's management.

### PERSONAL DETAILS:

Title:	Fist Name:	Family Name:

Street Address:

Telephone:	Email:

### STUDENT DETAILS:

Fist Name:	Family Name:

Year Level:	Gender: Male:	(tick if yes)
	Female:	(tick if yes)

### Who have you contacted about your complaint? (Please indicate)

Class Teacher: (tick if yes)	Headmaster/mistress:
Vice Principal:	Principal:
Other: (please specify)	



**How do you think this issue could be resolved?**


Date:

\_\_\_\_\_

(Complainant’s signature)

**The School Management will endeavor to provide a full response to written inquiries within a week’s time.**

.....✂.....Please cut & return .....✂.....

**Acknowledgement**

Received Complaint Lodgment Form from:

**Name of the Parent:** \_\_\_\_\_

**Name of the Student:** \_\_\_\_\_

**Grade: / Section:** \_\_\_\_\_

\_\_\_\_\_  
Signature of the Receiver

\_\_\_\_\_  
Name of the Receiver

\_\_\_\_\_  
Date:

**The End.**