



# **MAS Complaint Policy 2025-2026**

## Contents

Policy Statement .....	3
Purpose and Scope.....	3
Complaints Procedure .....	3
Stage 1 informal: .....	4
Stage 2 - Formal Complaint to School Principal .....	4
Stage 3 -Official Complaint to KHDA .....	5

## **Policy Statement**

We are here to make great schools and happier, stronger communities so that people have better lives. We do this by always doing what is right and acting with integrity in the interests of others, and being honest, open, and transparent.

## **Purpose and Scope**

Al Maaref American School (MAS) welcomes stakeholder comments, concerns, and complaints as they help us to improve and ensure we best serve others' needs. Any person may make a complaint about any provision of facilities or services that the school provides.

The school takes any form of concern or complaint very seriously and endeavors to resolve concerns and complaints informally, swiftly, and discreetly wherever possible.

### **The aim of this policy and procedure is to:**

- Encourage resolution of concerns/complaints informally wherever possible
- Be simple to understand and use
- Be impartial and non-adversarial
- Allow swift handling with established time frames for action, ensuring complainants are informed of progress
- Ensure a full and fair investigation is undertaken by an independent person where necessary
- Respect people's desire for confidentiality, sharing information on a need-to-know basis discreetly, respectfully, and professionally
- Address all points raised and provide an effective response and appropriate redress where necessary.

## **Complaints Procedure**

There are three stages to The MAS Complaints Procedure:

### Stage 1 informal:

Concerns or complaints can often be sorted out quickly by the first staff member you speak to. This might be a class or subject teacher or the supervisor. Normally we would expect you to raise your issue within 10 school days of any incident.

1. Raise your concern with a staff member, either verbally or in writing.

**Parents:** please follow our normal school procedures for contacting the staff members.

**Students:** you can contact your class/subject teacher or a member of staff chosen to deal with pupil concerns (as appropriate for the school).

We will usually want to make sure you have also told your parents about your concerns.

2. Your complaint will be investigated and quickly resolved if possible. If your complaint is covered by any existing school policies, we will try to resolve it using the solutions set out in these policies. We will tell you which policy applies. If you need a copy of any policy, please ask us for one.

(Students: if your complaint is about something that affects many students, we might suggest taking it to the student council. Any resolution would then benefit everyone.

3. You will receive a response to your complaint, either verbal or written, within 10 school days. If there is a delay, you will be informed.
4. A written record of the complaint and how it was resolved will be kept for future reference.

**If your complaint was not resolved, or you are not happy with the response, you can progress your complaint to the next stage.**

### Stage 2 - Formal Complaint to School Principal

If your complaint is not resolved your complaint at stage 1, or your complaint is more serious, you can make a formal complaint to the school Principal. The complaint should be made within five school days of receiving a response to your concern under Stage 1 of the process, as it is in everyone's interest to resolve a complaint as soon as possible. If you complain directly to the principal without raising your concern with a staff member first, the principal may decide that your complaint could be dealt with informally using stage 1 process. They will refer to your complaint to a suitable member of staff to deal with and tell you they have done this.

1. Raise your complaint in writing to the principal.

Parents: Your letter should explain what your complaint is about. If your complaint was not resolved at stage 1, or you were not happy with the response, you should explain what you are looking for as the outcome.

Students: You can talk to the principal about your complaint instead of writing it down. You can have someone with you to support at this meeting. The principal will ask you what you are looking for as a solution or outcome to the problem. You will be informed also of how it will be investigated.

2. The principal will acknowledge receipt of your complaint in writing. Once the investigation is complete, the principal will give you a written response to your complaint, normally within 10 days of completion.

### **Stage 3 -Official Complaint to KHDA**

In the unlikely event that your complaint was not resolved, you can make an official complaint to KHDA. The complainant may wish to approach the regulator, the Knowledge and Human Development Authority (KHDA) in Dubai. Parents may approach KHDA directly after the last stage of this complaint's procedure.

Below are the contact details for KHDA:

<http://www.khda.gov.ae/en/aboutus/contactus.aspx>

Knowledge and Human Development Authority (KHDA) Block 8, Academic City, P.O Box 500008, Dubai, U.A.E. Tel: +971-4-3640000 Fax: +971-4-3640001 Email: [info@khda.gov.ae](mailto:info@khda.gov.ae) Twitter: [twitter.com\KHDA](https://twitter.com/KHDA)

