



مدرسة رمسيس الإنجليزية الخاصة
Ramsis English Private School

RAMSIS ENGLISH PRIVATE SCHOOL

Complaints Policy

2021-2022

Ramsis English Private School_aims to resolve all complaints at the earliest possible stage and is dedicated to continuing to provide the highest quality of education possible throughout the procedure.

This policy has been created to deal with any complaint against a member of staff or the school as a whole, relating to any aspects of the school or the provision of facilities or services. It is designed to ensure that the school's complaints procedure is straightforward, impartial, non-adversarial, allows a full and fair investigation, respects confidentiality and delivers an effective response and appropriate redress.

Any person, including a member of the public, is able to make a complaint about the provision of facilities or services that the school provides. This policy outlines the procedure that the complainant and school must follow.

Once a complaint has been made, it can be resolved or withdrawn at any stage. The Online Safety Coordinator\Principal Assistant will be the first point of contact when following the complaints procedure.

The complainant will:

- Cooperate with the school in seeking a solution to the complaint.
- Express the complaint and their concerns in full at the earliest possible opportunity.
- Promptly respond to any requests for information or meetings.
- Ask for assistance as needed.
- Treat any person(s) involved in the complaint with respect.

The complaints coordinator will:

- Ensure that all parties involved in the complaint are fully updated throughout each stage of the procedure.
- Guarantee that all parties involved in the procedure are aware of any relevant legislation.
- Keep up-to-date records throughout the procedure – these records will be kept securely on the school's Website and retained in line with the school's Data Protection Policy.
- Ensure, where the complainant is dissatisfied with the response, they are allowed to escalate it to the next stage and are provided the opportunity to complete the complaints procedure in full.

- Be aware of issues with regard to sharing third party information.
- Understand the complainant's need for additional support, including interpretation support, and will be aware of any issues concerning this.

The investigator is involved in stages one and two of the procedure. Their role includes:

- Providing a sensitive and thorough interviewing process of the complainant to establish what has happened and who is involved.
- Considering all records, evidence and relevant information provided.
- Interviewing all parties that are involved in the complaint, including staff and students.
- Analyzing all information in a comprehensive and fair manner.
- Arranging with the complainant and complaints coordinator to clarify an appropriate resolution to the problem.
- Identifying and recommending solutions and courses of actions to take.
- Being mindful of timescales and ensuring all parties involved are aware of these timescales.
- Responding to the complainant in a clear and understandable manner.
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Important Notes:

- When a child is present at the hearing, extra care needs to be taken to ensure that the child does not feel intimidated, as well as ensuring the child's view is represented equally.
- If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.
- However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

The school will ensure the complaints procedure is:

- Easily accessible and publicized on the school's website.
Report Now-Incident Report Form
- Simple to understand and put into practice.
- Impartial and fair to all parties involved.
- Respectful of confidentiality duties.

- Continuously under improvement, using information gathered during the procedure to inform the school's Leadership Team.
- Fairly investigated, by an independent person when necessary.
- Used to address all issues to provide appropriate and effective responses where necessary.

Complaints are expected to be made as soon as possible after an incident arises to amend the issue in an appropriate timescale.

Handling E-Safety complaints

- Complaints of Internet misuse will be dealt with by the e-Safety coordinator.
- Deliberate access to inappropriate materials by any user will lead to the incident being logged by the e-Safety coordinator.
- Any complaint about staff misuse must be referred to the Head teacher.
- Complaints and concerns of a child protection nature must be dealt with in accordance with school child protection procedures. For example, evidence of: inappropriate online relationships; a child watching any '18' films, online/digital bullying, harassment or inappropriate image sharing etc.
- students and parents will be informed of the complaint's procedure.

Please find the school incident Report in the school website or click [here](#)

Recording a complaint

A written record shall be kept of any complaint made, whether made via phone, in person or in writing, detailing:

- The main issues raised, the findings and any recommendations.
- Whether the complaint was resolved following an informal route, formal route or panel hearing.
- Actions taken by the school as a result of the complaint (regardless of whether the complaint was upheld).

All records are made available for inspection on the school premises.

Complaints Procedure Form

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further, please complete this form and send it to the Online Safety Coordinator if it is related to Online Safety matter or send it to the social worker if it is related to child abuse, behavior, etc. Finally, send it to the Principal Assistant if the complaint is about educational issues. (If your complaint is against one of the mentioned above, you will need to send the form to the School Principal).

Name:

Address:

Telephone number 1:

telephone number 2:

Email:

Postcode:

What is your complaint concerning, and what action would you like the person in-charge to take?

When did you discuss your concern/complaint with the appropriate member of staff?

What was the result of the discussion?

Signed:

Date:

School Contact Details :

School's Website

www.ramsisschoolrak.com

E-Learning Login through the school's website:

<https://lms.ramsisschoolrak.com/>

Telegrams Channels Links

Main Telegram Channel of the school

https://t.me/joinchat/AAAAAEJIHm_O9MRo2YqUpw

E-SAFETY TELEGRAM CHANNEL

<https://t.me/joinchat/AAAAAFdp3t-0BzUvq5HE-g>

Secret Box:

Click the link and drop your online safety complaint and the school will help you ASAP.

[Secret Box Link](#)

[Reporting In REPS](#)

SUPPORT:

- www.ramsisschoolrak.com
- Paulapayne@ramsisschoolrak.com ; Principal
- Ayat.12@ramsisschoolrak.com ; social worker official email
- salini@ramsisschoolrak.com ; ICT Teacher.
- swapnafranko@ramsisschoolrak.com ; Principal Assistant.
- mayadanabel@ramsisschoolrak.com ; any issue regarding E-safety or school's Website.

Support & resources:

- <https://www.cda.gov.ae/ar/socialcare/childrenandyouth/Pages/ChildProtectionCentre.aspx>
- <https://www.cda.gov.ae/ar/socialcare/childrenandyouth/Pages/default.aspx>
- <https://u.ae/information-and-services/education/student-code-of-conduct>
- <https://www.thenationalnews.com/opinion/school-safety-must-be-upheld-1.59308>
- <https://u.ae/en/information-and-services/social-affairs/children/childrensrights>
- To report child abuse case, call either the MOE's Child Protection Unit on their dedicated number 04-217666 or the Ministry of Interior's Child Protection Centre on 116111 or email the report to CPU@moe.gov.ae with supporting documents.
- Khalifa Empowerment Program
 - <https://aqdar.ae/>
 - <https://aqdar.ae/esafeschool/>
 - <https://aqdar.ae/cyberc3/>
 - <https://aqdar.ae/cyber-2/>