

Policy Name	PARENT-SCHOOL COMMUNICATION POLICY
Stakeholder	Community
Policy Directory Reference	ASCS204
Policy Lead	Amanda Wilding
Role	Vice-Principal Community
Approval	August 2021
Reviewed By	Kifaya Khan
Role	Principal
Review Date	July 2022

Al Salam Community School
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alsalamcommunity.ae

Where every child is special



1. Rationale

Effective schools have effective communication systems. Feedback helps improve the school community further. Parents and guardians have the right to raise concerns and air complaints they may have and to have them addressed appropriately.

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way, that they will be handled responsibly and openly with the aim of resolving the matter to the satisfaction of all parties involved.

The school's approach to handling concerns and complaints is based on a commitment to:

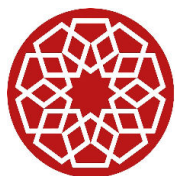
- Provide a safe and supportive learning environment.
- Build a relationship between students, parents and staff.
- Provide a safe working environment for staff.
- Provide a safe learning environment for students.

The response can be quicker and more effective if the relevant person is contacted first.

Levels of feedback

1. **Teacher (Form / subject)**
2. **Middle Leader (Year Leader, Subject Leader)**
3. **Senior Leadership Team (Associate Assistant Principal/ Assistant Principal Primary and Secondary)**
4. **Heads of School (Vice Principal - Primary / Secondary/ Teaching and Learning / Community)**
5. **Principal**

For specific contact details, please refer to the School Directory found in the [*Fortnightly Newsletter*](#) found under [*Important Information link*](#).



2. Concerns and Complaints

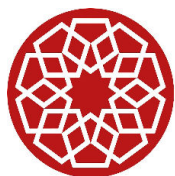
Parents should not contact other parents or students about their concerns or complaints as the school will deal with them following due process. We also request that staff members are not approached directly during the school day or at entry/dispersal times to raise a complaint. Teachers are on duty during these times and should not be distracted from supervision of the children.

The school will make every effort to resolve concerns and complaints before involving other individuals in other departments. Upon receipt of a concern or complaint, the school will determine how it should be managed. If required a panel will be appointed to address the complaint.

All complaints will be noted and acted on promptly by the staff member who receives the complaint. The school will acknowledge all formal complaints made in writing and will provide the complainant with a timeline for investigating the complaint. The school will make every attempt to resolve a concern or complaint as quickly as possible. However, if a complaint involves many students and/or complex issues, the school will need more time to investigate and resolve the issue.

Please note that any communication between the school and any other party must be courteous and polite at all times . Kindly refer to the [Parent-School Etiquette Policy](#).

What is the issue?	Who to contact first?	How to contact?
General enquiries	School reception	Email: info@alsalamcommunity.ae Tel: 04 2215554
Learning, curriculum, minor pastoral issues	Your child's class teacher Appropriate subject teacher Head of Year Head of Subject	Direct via email, or call the reception to make an appointment.
Pastoral, student welfare, staff members	Assistant Principal Primary or Secondary	Direct via email, or call the reception to make an appointment.
Health and safety/operational issues	Health and Safety Officer Head of Operations	Direct via email, or call the reception to make an appointment.



School fees & payments, finance	Finance Department	Direct via email, or call the reception to make an appointment.
Safeguarding & child protection	Vice Principal (Community) Designated Safeguarding Lead	Direct via email, or call the reception to make an appointment.

3. Escalation of a Concern/Complaint

Those instances where a parent/carer doesn't feel a concern has been satisfactorily addressed, or it is of sufficient gravity, then the School's formal complaints' procedure should be used. The prime aim of Al Salam's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

If a parent/guardian feels that their concern or complaint has not been resolved, they may contact the Heads of School to escalate the matter, directly by email or call the school to make an appointment.

Vice Principal - Primary	Ms. Sara El Arbid	primary@alsalamcommunity.ae
Vice Principal - Secondary	Mr. Tariq Bell	secondary@alsalamcommunity.ae
Vice Principal - Teaching, Learning and Assessment	Mr. Alyas Khurshid	info@alsalamcommunity.ae
Vice Principal - Community	Ms. Amanda Wilding	info@alsalamcommunity.ae



If after this step, the parent or guardian is not satisfied, they may contact the Principal, Mr. Kifaya Khan, directly by email (principal@alsalamcommunity.ae) or through the school reception to make an appointment.

4. Our Response

When a complaint or concern is logged, we will follow the process outlined below:

- Acknowledge your complaint within 48 hours through your pcode email, or by telephone
- Investigate and provide a response as soon as possible
- Make every effort to resolve your complaint within 10 working days

When a complaint is justified, the school will work with you to find an appropriate resolution such as:

- An explanation or further information
- Mediation, counselling or other support
- A change of policy , procedures or practices
- Adjust a financial arrangement
- Refund a fee

5 KHDA Complaint/Concern

In addition to the school's procedures, the parent has the right to contact the regulatory body, the KHDA, which has its own complaints procedures.

Please visit the KHDA on www.khda.gov.ae/en or www.khda.gov.ae (Arabic)