

Complaints Policy

School Action Plan

2026/2027

Approved on August 23, 2026

الرؤية: دعم الأطفال لتقوية شخصياتهم وتنمية حبهم للتعليم في بيئة رعاية ومحفزة وشاملة.
الرسالة: توفير تعليم عالي الجودة ورعاية الأطفال في بيئة آمنة ومحترمة وشاملة تبني أساساً للتعليم مدى الحياة سنفعّل ذلك من خلال توفير بيئة تعليمية مرحبة وسعيدة وآمنة وداعمة يتساوى فيها الجميع ويتم الاحتفال بجميع الإنجازات.

Our Vision:

To support children in strengthening their character and nurturing a love for learning in a caring, stimulating, and inclusive environment.

Our Mission:

To provide high-quality education and care in a safe, respectful, and inclusive environment that builds a foundation for lifelong learning. We will achieve this by providing a welcoming, happy, safe, and supportive learning environment where everyone is equal and all achievements are celebrated.

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Parent Complaints Procedure

In Qatari culture, reputation is everything, and it forms the basis of this policy. All procedures aim to protect the reputation of the parties involved and the kindergarten as a value-based institution. Under this policy, parents in Qatar have the right to go directly to the Ministry of Education. Please refer to Stage 2B- Ministry Involvement.

1. Policy Objective:

1.1 The kindergarten prides itself on the quality of education and care it provides to its students. However, if parents have any complaints, they should be addressed by the kindergarten according to this policy.

2.1 The kindergarten announces the complaints procedures to all parents and students through the kindergarten's website and within the kindergarten during school hours. The kindergarten ensures that parents seeking this document are aware that it is published or available in the provided format.

2. Relation to Guidelines, Procedures, and Other Policies and Legal Requirements:

Parents can be assured that all complaints and issues will be handled seriously and confidentially. The kindergarten will maintain confidentiality of correspondence, decisions, and records, except where disclosure is required by the kindergarten, specified by educational regulations (2003 Independent Schools Standards), or legally mandated.

3. Policy Provisions:

Stage 1: Informal Resolution

The aim of this stage is to resolve most complaints and issues quickly and informally. If parents have a complaint, they should contact the child's teacher, and in many cases, the issue can be resolved in a manner satisfactory to the parents.

- If the teacher is unable to resolve the issue alone, it should be referred to the Deputy Principal.

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- Complaints directed straight to the Deputy Principal will be forwarded to the Principal for personal handling.
- Any staff member receiving a complaint should acknowledge receipt, record the complaint in writing, and note the date of receipt.
- If the issue remains unresolved or if the kindergarten and the parent cannot reach a satisfactory resolution, parents should escalate their complaint according to Stage 2 of this policy, which involves Ministry involvement.

Complaint Handling Order:

- Classroom or Phase Teacher.
- Arrange a formal meeting between the teacher and the parent to discuss the issue.
- Acknowledge receipt of the complaint by phone or in writing within two working days during the school term, or as soon as possible during holidays. Oral complaints do not need to be acknowledged in writing but must be recorded by the person handling the issue.

Stage 2: Formal Resolution: Scheduling a Meeting with the Principal

If the issue cannot be resolved informally, parents should submit a written complaint to the principal. The principal will issue a decision after reviewing the complaint, including the appropriate action.

Acknowledgement:

- In most cases, the principal will contact the concerned parents to discuss the matter. If possible, a decision may be made at that stage.
- The principal may conduct further investigations and may appoint another person to carry out the investigation.
- Written records of all meetings and interviews related to the complaint will be kept. Once the Principal is satisfied with all facts, a decision will be issued within a reasonable time frame, and parents will be notified of the decision in writing, including the reasons for the decision.
- If parents are not satisfied with the decision, they should proceed to Stage 3 of this policy.
- All parents have the right to appeal the Principal's decision. If parents feel that their complaint was not adequately and appropriately addressed during Stages 1 and 2, they may proceed to Stage 3 or contact the Ministry of Education Qatar via the inquiry and complaints portal: <https://privateschools.edu.gov.qa/Pages/home.aspx>.

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Stage 2B: Ministry Involvement:

- Parents may submit a complaint directly to the Ministry at any time. Although the Ministry's policy suggests using the Ministry's portal for complaints, complaints can also be submitted directly to the Ministry. In either case, the following must be adhered to:
 1. The complaint (without revealing the parent's identity) will be submitted, and the Ministry will notify the kindergarten of the allegations with a request for evidence.
 2. The kindergarten must write a full report and attach evidence supporting or refuting the claim. The report must be sent in Arabic via email to the Ministry of Education.
 3. If the Ministry finds the parent's claim valid, a formal warning may be issued to the school. This warning could be a formal record or could result in other penalties from the Ministry of Education.

Stage 3: Complaint Review Panel Meeting

If parents wish to proceed to Stage 3 (after failing to reach an early resolution), they may appeal to the Chair of the Board appointed by the Board to convene a complaints review panel. The complaint is reviewed once after completing Stages 1 and 2. Complaints must be appealed within 5 working days of the decision made in Stage 2.

- The complaint will then be referred to the Complaints Panel for review. The panel consists of at least two members of the Board and an independent person not involved in the school's management or operation. Panel members should not have been directly involved in the complaints in question. The panel members are appointed by the governing body, and the Chair of the panel will accept the complaint on behalf of the panel and schedule a review within 10 working days.

4. Timeframe:

The timeframes mentioned above apply to complaints received and addressed during the school term. During holidays, the timeframe is determined based on the availability of staff or management to receive, investigate, and deliberate on the complaint. All complaints received during holidays will be acknowledged as soon as possible. Responses to complaints received during holidays will be determined according to the expected timeframe for handling the complaint.

5. Complaints Not Addressed:

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1. Complaints not resolved through informal means can be submitted as formal complaints under Stage 2 above. A written record will be kept of all complaints made under the formal procedures, whether resolved at an earlier stage or referred to the Complaints Panel. All actions taken as a result of any complaint will be recorded.
2. Complaints escalated to the Deputy Principal will be forwarded directly to the Principal.
3. Parents can be assured that all complaints and issues will be handled seriously and confidentially. Confidentiality will be maintained for correspondence, decisions, and records related to individual complaints, except as required by Section 6 of the Independent Schools Standards relating to child safety, protection, or disclosure under Qatari law.
4. Complaint numbers will be recorded as per the formal procedures available to concerned parents upon request.

Persistent or Malicious Complaints

1. Objectives:

1.1 The Principal and staff address certain complaints as part of their daily administrative work in the kindergarten, according to the Parent Complaints Policy or the Student Complaints Procedure. Most complaints are handled informally and resolved quickly and attentively to the complainant's satisfaction. However, there are complaints made inappropriately, leading to issues. As a result, the complainant's actions may negatively impact the kindergarten's daily administration, directly or indirectly affecting students and staff. In such exceptional circumstances, the kindergarten may take actions under this policy.

2. Objectives of Addressing Persistent or Malicious Complaints:

- Apply standards of decency and propriety to all communication between the kindergarten and those expressing problems or complaints.
- Support the comfort of students, staff, and anyone interested in working at the kindergarten, including management and parents.
- Handle persistent or malicious complaints with integrity, honesty, openness, and transparency, ensuring no harm to others involved.

Expectations from Parents/Guardians/Public Submitting Complaints:

- Interact with all kindergarten staff and others associated with the kindergarten with courtesy and respect.

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- Respect the needs and safety of students and staff.
- Avoid using or threatening to use violence against individuals or property.
- Avoid aggression or verbal abuse.
- Understand the time constraints that staff members face and allow the kindergarten appropriate time to respond.
- Understand that resolving the issue may take time.
- Follow the school's complaint policy when submitting a complaint.

For the purposes of this policy, a repeat complainant is a parent/guardian or member of the public who raises complaints, either formal or informal, or repeatedly brings up issues they believe fall within the kindergarten's scope, and whose behavior is inappropriate. Inappropriate behavior includes:

- Aggressive, persistent, abusive, and repetitive actions.
- Excessive correspondence or phone calls regarding the complaint.
- Insisting on pursuing unsubstantiated complaints and/or unrealistic or inappropriate outcomes.
- Insisting on pursuing complaints inappropriately.
- Insisting on dealing only with the Principal in all cases, regardless of the issue and the level of authority in the kindergarten for handling such issues.
- Persisting in pursuing a complaint when the outcome is unsatisfactory to the complainant but cannot be changed, for example, if the requested outcome is outside the kindergarten's legal authority.
- Using methods other than those specified in the complaints policy to submit complaints about the kindergarten or any individual related to the kindergarten, such as sharing information via social media, especially if the kindergarten interprets such actions as a breach of confidentiality.

3. Procedures:

1.3 In the first stage, the kindergarten will notify the complainant that their behavior is deemed inappropriate/unacceptable, and if the behavior does not change, the kindergarten may take appropriate actions in line with the complaints policy.

- A warning will be issued if the behavior is deemed unacceptable and not rectified.
- If a complaint is deemed unreasonable, actions may include limiting further communication, informing the complainant of the decision, and requesting them to communicate in writing only, or to stop their actions.

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2.3 If the complaint or behavior persists and is deemed malicious, the complainant may be advised that further communication will not be entered into unless it is based on new evidence or pertains to a different matter.

Decision Making:

The kindergarten will document all decisions made related to the complaint and any follow-up actions taken. The documentation will include information on how the complaint was handled, the decision made, and any actions or measures implemented.

Objectives:

This policy aims to support the five outcomes for caring for all children:

- **Health:** We strive to maintain children's mental health and protect them from bullying and aggressive behaviors.
- **Safety:** We aim to create a safe environment where all learners can achieve their full potential.
- **Enjoyment and Achievement:** We seek to minimize disruptions in classes and school life so that everyone can benefit from the opportunities offered both inside and outside the classroom.
- **Positive Participation:** We encourage positive behavior in the school community so that students show respect for others.
- **Economic Excellence:** We aim to equip students with foundational life skills, including self-organization and taking responsibility for their actions, to support independent living and economic integration.

Kindergarten Expectations:

The kindergarten community, including teaching staff and parents, is committed to upholding the kindergarten's expectations as shared core beliefs. We view education as a partnership, and our teachers are entrusted with excellence, fostering a spirit of trust and cooperation. We are committed to the highest values and standards of behavior both inside and outside the classroom, as well as in any written or electronic communications related to the kindergarten.

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Safeer Kindergarten Student Expectations:

- We come to kindergarten fully prepared to learn. Attendance is the key to success.
- We adhere to Islamic values both at the kindergarten and at home.
- We take responsibility for our learning and come prepared.
- We wear the full kindergarten uniform according to the dress code policy.
- We respect our teachers and learn to respect other students. Everyone has the right to learn and equality.
- We know that we can succeed and excel.
- We take responsibility for technology and social media.
- We respect the kindergarten's property and others' belongings.
- We understand and recognize that there is always someone to help and support us, and we will help and support others.
- We value honesty and kindness.
- We respect and follow Qatari culture and values.
- We are ambassadors of our kindergarten.
- We take pride in our kindergarten and the Safeer family.

- The kindergarten insists that students interact with all staff and each other with respect according to the kindergarten's expectations. We expect our students to meet the demands of school life and make every effort to contribute to positive and constructive behavior. Islamic values, along with academic achievement, are the foundation of our goals for our students, and our expected behaviors align with the Qatari values we seek to instill. We believe that our students will be prepared for success in their lives outside of school if we allow them to develop and apply these values.
- Everyone has the right to feel safe and be treated with respect, especially the vulnerable. We do not tolerate harassment or bullying, and all incidents will be handled swiftly and efficiently.
- Kindergarten has a disciplinary system that addresses behavioral, social, emotional, and academic needs. Classroom teachers play a vital role in monitoring and managing behavior within the kindergarten. The kindergarten has an internal system that embodies and supports the policy of positive behavior.
- We expect our students to be ready to learn and participate in kindergarten activities. They must adhere to the kindergarten's attendance schedules and regulations. We also expect students to care for their environment and behave in a manner that reflects the best interests of the community.

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Parent and Guardian Participation:

Parents who enroll their children at Safeer Kindergarten commit to implementing the school's policies and regulations. They will support the kindergarten's values in aspects such as maintaining Qatari values, attendance and punctuality, behavior, dress code and appearance, academic standards, homework, special study, and extracurricular activities. In case of behavioral issues, parents are expected to engage in the procedures.

The kindergarten will continually communicate with parents or guardians on the following day of an excused absence to ensure the child's well-being.

Safeer Kindergarten welcomes parents to attend kindergarten events and actively participate in their children's development.

Conclusion:

At Safeer Kindergarten, we expect our children to represent the future of Qatar, through the collaboration of teaching staff, parents, and the Ministry of Education and Higher Education in Qatar.

Complaints Committee:

- Kindergarten Director: Mrs. Marwa El Patel
- Administrative Coordinator: Amani Sayed (Member)
- Administrative Secretary: Dania Bayat (Member)
- Administrative Supervisor: Menchi (Member)
- Islamic Teacher: Rehab Abdallah (Member)
- Arabic Teacher: Fayza salman (Member)

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