



مدرسة المستقبل المنير العالمية
BRIGHT FUTURE INTERNATIONAL SCHOOL

معتمد من المجلس الفيدرالي (اسلام آباد) ومجلس ادبيكسل (لندن)
Affiliated with Federal Board, (Islamabad) & Edexcel Board, (London)

32. PARENT COMPLAINTS

– HANDLING POLICY &

RESPONSE PROCEDURE

BFIS aims to develop knowledge, character and interpersonal skills among the students, and transform them into self-motivated ethical citizens, who contribute positively and effectively towards shaping morally and culturally progressing societies.



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PARENT COMPLAINTS – HANDLING POLICY & RESPONSE PROCEDURE

Our Vision

BFIS envisages to provide accessible, affordable and progressive educational environment that nurtures passion for learning, desire for advancement and sense of responsibility towards society.

Our Mission

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Parent Complaints – Handling Policy & Response Procedure

Rationale

To be certain that processes are in place to handle complaints filed against the institution, and all complaints are justifiably, unbiasedly and objectively sorted out as per the rules and regulations of MOE&HE and the school policies.

Purpose

BFIS always prioritizes the concerns of the parents and stakeholders. It ensures that parents' complaints are addressed on time according to set rules and procedures, while taking care rights of all stakeholders. BFIS has a well-defined complaint procedure as any complaint received is given importance to the highest level of management. The attention of the concerned staff or department is called for and necessary actions are made to respond to the issues raised by parents.

Responsibilities:

BFIS strives to offer a high-quality service to all of its stakeholders and attempts to handle every complaint quickly and professionally, always looking to settle disputes fairly and to the satisfaction of all stakeholders.

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COMPLAINT PROCEDURES:

The school has divided the queries, concerns, and complaints of the parents and students into two clear categories.

Two different channels have been defined according to the nature of concern.

- 1) Support Ticket
- 2) Complaint of Serious Nature

SUPPORT TICKET

All queries, applications, leave requests, feedback and concerns on academic and administrative matters are to be sent via SUPPORT TICKET available on the PARENTS' PORTAL <http://portal.bfis.qa>.

Various departments at BFIS deal with the complaints from parents as per the nature of the concern in the following manner:

Department	Purpose
Principal	General Academic Queries, Concerns, Feedback and Suggestions
AP Senior Wing	All academic matters of students from Year 7 to 12
AP Junior Wing	All academic matters of students from KG & Year 6
Transport	Matters relating to school bus and transportation
Care Unit (Medical)	Students' medical assistance and records
Discipline	Matters concerning students' discipline and violations of School Behaviour Policy
Exam cell/ Admission	Matters related to admission, internal exams, Federal Board, Edexcel, and character certificates
IT Department	Matters concerning school portal, parents' emails, log ins and website
Accounts Office	Matters concerning School & Transport fees, Book Purchase
Social Worker	Matters concerning students adjustment at school, school-community engagement and charity events.
Students Counselor	Matters concerning to students' career guidance, recommendation letters.
Activity committee	All co-curricular and extra-curricular events in charge

In addition to the departments mentioned above, parents can directly convey their concerns to the subject/ class teachers through the tab **MESSAGE TO TEACHERS** on school portal.

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COMPLAINT OF SERIOUS NATURE

Any complaint of serious nature related to academics and administration must be sent in writing to the School Complaint Committee through using COMPLAINT tab on school portal or sending direct email to complaints@bfis.qa

With reference to MoE&HE directives Circular 4 of Year 2023, the school has constituted a committee to address and handle parents' complaints at this institution.

Positions	Title Holders
Chairperson	Principal
Member	Assistant Principal
Member	Discipline Committee Incharge
Member	Student Affairs Coordinator
Member	HoD Islamic Studies
Member	Administration Incharge

The parents must sent the complaint in writing through prescribed email only or by filling the Complaint Proforma on the School Portal.

The parents must visit the school within two days of lodging a complaint

Guidelines to Parents

The teaching staff with complete support from the management at BFIS takes great satisfaction in the support they give to their students. However, parents can anticipate that the school will handle any complaints they do have in accordance with this policy.

Before lodging a formal complaint following points must be taken into consideration by parents:

- Parents must be assured that all concerns and complaints will be treated seriously and confidentially.
- Correspondence, statements and records will be kept confidential.
- ***All complaints shall be lodged in writing through the COMPLAINT tab available on BFIS School Portal. Verbal complaints will not be dealt with.***
- Parents must have detailed information and complete knowledge of the school policies or the matter in question before lodging a formal complaint.
- Parents shall not register any complaint that contradicts the school policies communicated in advance to the parents.

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- Parents must refer any matter to the concerned person in the school before lodging it to any government departments. If they are not satisfied with the solution, then they may exercise their right to refer the matter to any external / government office.
- The complainants must refrain from publishing any matter (under discussion with the school management or formally reported) on social media platforms. The school reserves the right to take disciplinary action for defamation.
- Complaint Section on the portal is only meant for the complaint of serious nature. Parents must use other sections available on the School Portal or send a direct email for any leave application, request for any document or certificate, or any communication with the teachers or any other department of the school.

As per the nature of complaints, they are divided into three categories.

COMPLAINTS HANDLING PROCEDURE

Parents shall fill up the Complaint Proforma available on the School portal.

All complaints received in writing will be referred to BFIS Complaint Committee headed by the Principal.

The matter will be internally investigated by the Committee.

Parents will be requested to visit the school and all findings will be shared by the Committee.

In-person presence of the parents to this meeting with the Committee is mandatory to discuss the issue and reach to an amicable solution.

After meeting with the complainant, all procedure will be documented on the prescribed Complaint Proforma.

Parents are required to provide in writing about their satisfaction / dissatisfaction about the outcome decided in the meeting.

In case, the complainant is not satisfied with the decision made or action taken, then the matter will be raised to Ministry of Education and Higher Education.

If complainant fails to appear for in-person meeting, then the matter will be closed after two reminders of the meeting.

Parents must raise the complaint to the School Compliant Committee at the first place, before referring it to any government authority or Ministry of Education and Higher Education.

Complaint records

All written complaints and their acknowledgements will be recorded in the school portal and Complaints' File maintained manually and digitally.

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Face-to Face Meetings

With reference to all complaints and concerns raised by parents, in-person meetings must be arranged to resolve the issues. Prior intimation regarding the meetings will be sent to the complainant.

Absence or non-availability of the parents for in-person meeting will result into closure of the complaint

Involvement of Ministry of Education

The school works under the kind supervision of MOE&HE, and it is bound to implement all the directives issued by the Ministry. Parents have right to approach and complain directly to the Ministry only when their complaint is not dealt at school.

All matters should be referred to the School Management before approaching the Ministry. If a complaint is lodged against the school without consulting and discussing the matter first with the school, it will be considered as an attempt to disrupt the school system which is liable to any disciplinary action.

Parents can approach the concerned department of MOE&HE if they find any decision of the school against the published and approved policies of the school, but any false complaint or misinformation will be dealt seriously by the school management.

Persistent or Unreasonable Complaints / Harassment in School

The Principal and Staff deal with specific complaints as part of their day-to-day management of the school in accordance with the Complaints Procedures as appropriate. The majority of complaints are handled and are resolved quickly, sensitively and to the satisfaction of the complainant. However, there are occasions when complainants behave in an unreasonable manner when raising and / or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day to day running of the School and directly or indirectly the overall well-being of the pupils or staff.

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In these exceptional circumstances the School may take action in accordance with this policy.

- The Chairman and the principal are in charge of stopping harassment and taking steps to stop behavior that could harm the personnel. When an employee is harassed by a parent or other non-school employee, they have the right to file a complaint with the school management. The School should take appropriate action that is reasonable and proportionate to the situation.
- A persistent complainant is a parent or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant believes to be within the remit of the School, and whose behaviour is unreasonable.

Unreasonable behaviour may be characterised by:

- Actions which are obsessive, persistent, harassing, prolific, repetitious
- Unnecessary correspondence or excessive emails or telephone contact about a concern or complaint
- An insistence upon pursuing unsubstantial complaints and / or unrealistic or unreasonable outcomes
- An insistence upon pursuing complaints in an unreasonable manner
- An insistence on only dealing with the Principal (or other Senior member of staff) on all occasions irrespective of the issue and the level of delegation in the School to deal with such matters
- An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainants but cannot be changed, for example, if the desired outcome is beyond the remit of the School because it is unlawful
- Utilizing approaches other than the recognized complaints policy to complain about the School or any individual connected with the School, including but not limited to passing information relating to the School to the press or other media, particularly where such actions are interpreted by the School as a breach of confidentiality.

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Procedure to deal with Persistent or False Complaints / Harassment in School

Step 1

As the initial step, the School will inform the complainant that their behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy. This will be confirmed in a written warning letter. Such complainant will be required to submit a formal apology to the School.

Step 2

The Principal may consider barring the parent from the School premises following an incident of misconduct through a written notice.

Step 3

If the behaviour of the individual is not modified, the School will issue an advanced termination letter to the concerned parents.

BFIS always welcomes positive feedback and strives its best to satisfy all parents and students within the given framework of School Policies.

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شكاوى الوالدين - التعامل مع 32.

السياسة وإجراءات الاستجابة

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