



## **PARENT CONCERN PROTOCOL**

### **Policy**

#### **1.0 GENERAL PRINCIPLES**

- 1.1 The Abu Dhabi Grammar School (Canada) is committed to addressing parent concerns in an efficient and respectful manner. Every reasonable effort will be made to resolve issues brought to the attention of the School and its professional staff.
- 1.2 It is understood that all parent concerns should be addressed first by school staff through informal methods.
- 1.3 The Parent Concern Protocol provides a formal process to address concerns of parent(s) /guardian(s) related to students, staff or issues of home and school communication where other protocols do not exist.
- 1.4 While the objective of Abu Dhabi Grammar School (Canada)'s policy on parent concerns is to address concerns in a manner that is satisfactory to the parent, it is acknowledged that, from time to time, concerns will not be resolved to the complete satisfaction of the parent.



## 2.0 **PROTOCOL**

- 2.1 Concerns related to issues of racism, cross-cultural understanding and human rights and/or inappropriate behavior toward a student involving School staff should be reported using the Form C. If the issue remains unresolved, the parent can contact ADEC.
- 2.2 Parent concerns related to classroom issues should be addressed with the teacher. If the issue remains unresolved, it should be directed to the principal. If still unresolved, the parent has the option to direct the concern to the School Advisory Board.
- 2.3 Parent concerns related to school administration issues should be addressed with the principal. If the issue remains unresolved, the parent may direct the concern to the School Owners or School Advisory Council.
- 2.4 Where the parent has expressed concern about the actions of a staff member, the staff member will be so informed by the immediate supervisor.
- 2.5 If after addressing the concern at the school site and remains unresolved, the parent has the option to complete the Parent Concern Reporting Form (Appendix 1).
- 2.6 Where the parent is dissatisfied with the response of the principal and the School Advisory Council, the Parent Concern Protocol Policy, following a systematic process, provides the parent the opportunity to appeal to ADEC.



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### **PROCEDURES**

- 1.1 Each school shall form a permanent committee for complaints, whose responsibility is to consider written complaints filed against the school and its modus operandi.
- 1.2 The headmaster shall be the Chairman of the committee and s/he may delegate her/his powers in this Committee to whomever he deems fit.
- 1.3 The Committee undertakes to report its findings of these complaints to the School Advisory without any delay, in accordance with the school's policy in dealing with complaints and in line with the requirements, values and aspirations of the Council.
- 1.4 School shall send a response acknowledging the receipt of written complaints from guardians or teachers within twenty-four hours of receipt.
- 1.5 The committee shall examine such complaints and respond to the complainant in writing, either by regular mail or e-mail, within a period not exceeding ten working days. The school must also document the minutes of the meeting between committee members and the complainants whether guardians or teachers, and submit the same to the Board of Trustees – and to the Council if so requested.
- 1.6 The school shall also provide the Council with the name of the Chairman of the Grievance Committee and his contact details to facilitate communication.

- 1.7 When a parental concern remains unresolved after the issue is addressed with school staff and the School Advisory Council. The parent has the option of completing the Parent Concern Reporting Form (Appendix 1)
- 1.8 The Parent Concern Reporting Form can be forwarded through the school principal or directly by fax or mail to Chair School Advisory Council.
- 1.9 The School Advisory Council will advise the principal of the receipt of the Parent Concern Reporting Form and its contents and ask for a written response (Appendix 2) including all relevant notes.
- 1.10 Where the parent is not satisfied with the response to the Parent Concern Reporting Form from the Chair – School Advisory Council the parent may refer the matter, in writing, to ADEC.
- 1.10 The official file, including all relevant notes and meeting minutes, will be in the possession of the principal each step of the protocol.