



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 Board 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) 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 Concerns related to issues of racism, cross-cultural understanding and human rights and/or inappropriate behavior involving AGS students should be reported using the Form C. If the issue remains unresolved, the parent can contact the Principal, Abu Dhabi Grammar School (Canada).
- 2.3 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 Parent

Concern Committee. If not resolved at that level they may then bring the concern to the School Advisory Board.

- 2.4 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 Advisory Board and/or ADEC.
- 2.5 Where the parent has expressed concern about the actions of a staff member, the staff member will be so informed by the immediate supervisor.
- 2.6 if after addressing the concern at the school site and remains unresolved, the parent has the option to complete the Parent Concern Reporting Form.
- 2.7 Where the parent is dissatisfied with the response of the principal and the Parent Concern Committee, the Parent Concern Protocol Policy, following a systematic process, provides the parent the opportunity to appeal to the School Advisory Council and ADEC.



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PROCEDURES

ARTICLE (26)

* We shall form a permanent committee for complaints, whose responsibility is to consider written complaints filed against the school and its modus operandi.

* The Principal shall be the Chair of the committee and may delegate powers in this Committee to whomever they deem fit.

* 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.

* School shall send a response acknowledging the receipt of written complaints from guardians or teachers within twenty-four hours of receipt.

* The Committee shall take all necessary steps to investigate the complaint.

* 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 School Advisory Council – and to ADEC if so requested.

* The school shall also provide the Council with the name of the Chair of the Grievance Committee and their contact details to facilitate communication.

1.1 When a parental concern remains unresolved after the issued is addressed with school staff and the School Advisory Council the parent has the option of completing the Parent Concern Reporting Form (Appendix 1)

- 1.2 The Parent Concern Reporting Form can be forwarded through the school principal or directly by fax or mail to Chair School Advisory Council.
- 1.3 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.
- 1.4 Where the parent is not satisfied with the response to the Parent Concern Reporting Form from the Director – School Administration, the parent may refer the matter, in writing, to ADEC.
- 1.5 The official file, including all relevant notes and meeting minutes, will be in the possession of the principal at each step of the protocol.
- 1.6 The committee must keep all records of all complaints, minutes of meetings, recommendations to refer to as deemed appropriate upon request by ADEC.