



*LEARNERS TODAY, LEADERS TOMORROW*

# Canadian International School Parent Communication and Complaints Policy

## Parent Communication Policy

The Canadian International School (CIS) is a professional, transparent, organization in which all members of the community feel valued and play a full and active part in its development.

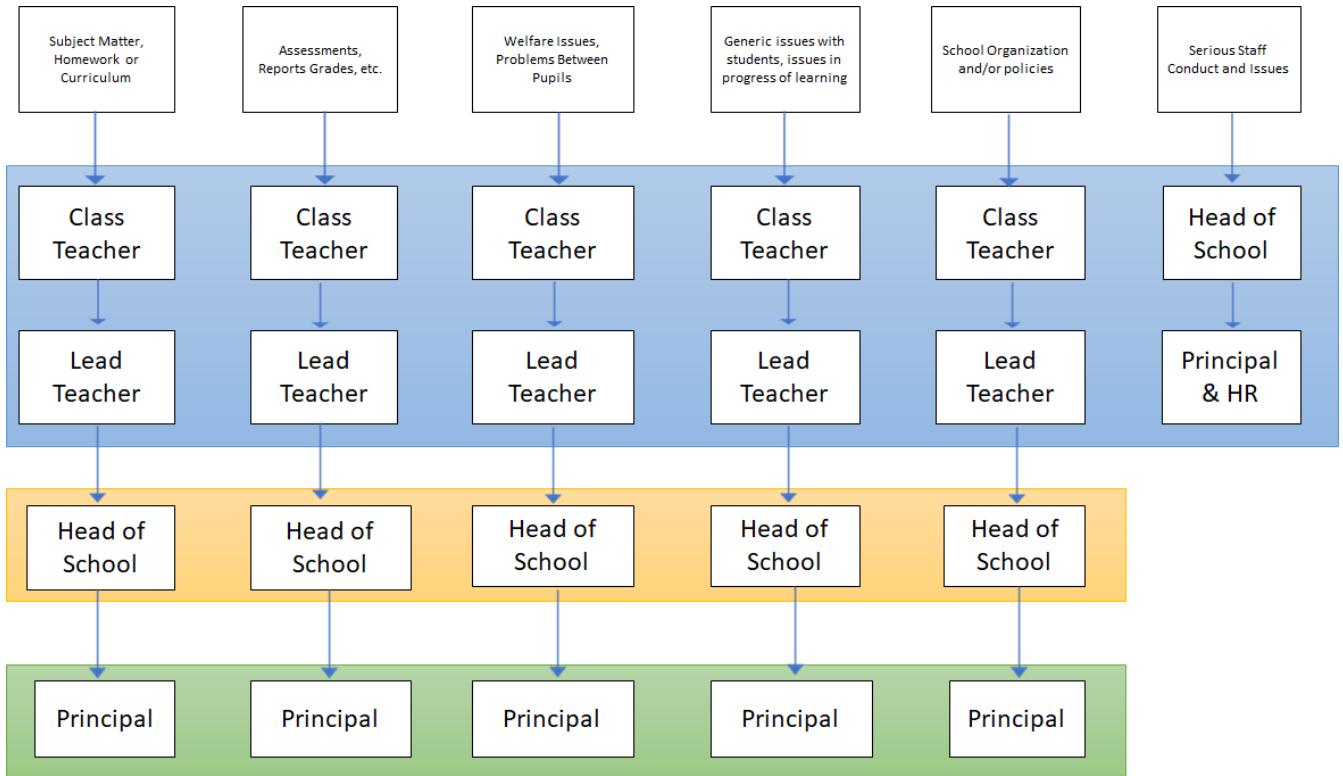
Communications can take a variety of forms, including verbal (meetings/telephones) & written (through letters, notes in planners, email, website/school communicator). Telephone communication can sometimes be a challenge in a school due to staff availability. Quite often, staff will be working with students at break, during lunch, and after school.

Communication must be professional, respectful and adhere to the cultural nature of our international community and will be acknowledged within two school days. "Acknowledgement" is defined by a response from the recipient of communication that the communication has been received. It does not refer to a resolution or formal reply. CIS will work to provide a full response within five school days wherever possible. Parents who wish to speak with members of staff should contact the individual teacher directly to arrange a mutually convenient time to meet. CIS believes that students achieve their best when the school and family work together.

All parents have access to:

- Three reports on their child's progress and performance in each subject, including evaluation at the end of the year
- Opportunities to meet class teacher and the subject specialists
- Access to the school profile including inspection documents
- Communication regarding course lists
- Regular communication (e.g. parent memo) outlining forthcoming events, achievements, and targeted email updates from the school and/or classroom teachers
- The school website ([www.cisabudhabi.com](http://www.cisabudhabi.com)) Facebook page ("Canadian International School Abu Dhabi") Instagram ([cis\\_abu\\_dhabi](https://www.instagram.com/cis_abu_dhabi)) and X ([@CISAbuDhabi](https://twitter.com/CISAbuDhabi))

## Referral Routes and Progression for Parent Complaints and Concerns



## Complaint Resolution Procedure

At each stage in the procedure, efforts must be made to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part.

CIS follows a three-stage procedure:

**Stage 1** – Informal and/or formal meetings with class teacher or lead teacher

**Stage 2** – Formal written complaint to Divisional Head of School

**Stage 3** – Formal written complaint to Principal

**Please note that any complaints not following our procedures listed below will not be considered. There is no guarantee for walk-in meetings with Heads of School at any time.**

### Stage 1 – Informal and Formal Meetings with Teacher(s)

Most concerns can be easily resolved informally by discussion and good communication with the school staff. Clarity is necessary in ascertaining whether a parent is asking a question, or expressing an opinion, rather than making a complaint. Parents may approach the class teacher or lead teacher directly with a concern to attempt to resolve the matter.

If the parent wishes to meet with the class teacher, they must contact the teacher through email to set up an appointment.

Before the issue is addressed by the Divisional Head of School, a formal meeting should have taken place between the parent(s) and teacher(s).

### Stage 2 – Complaint to Divisional Head of School

The Divisional Head of School will investigate the complaint and will reply in full within five school days of the receipt of all required materials. If it is not possible to reply within this timescale a message will be sent to this effect with a brief explanation for the delay and an indication as to when the complaint is likely to receive a full response. The Divisional Head of School may provide an opportunity for the complainant to meet him/her to supplement any information provided previously.

### Stage 3 – Formal Complaint to Principal

If the complainant feels compelled to escalate the issue to the Principal, he/she must issue a new formal letter clearly outlining why the resolutions offered by both the teacher(s) and the Divisional Head of School were not to their satisfaction.

The Principal will reply to the complainant to acknowledge receipt of the written request. The complainant has the right to submit any further documents relevant to the complaint. The

Principal will investigate the complaint and will reply in full within ten school days.

## Appendix

### Investigating Complaints

The Principal will:

- Establish what has happened so far, and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them (if unsure or further information necessary)
- Clarify what the complainant feels would put things right
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Conduct an interview with an open mind and be prepared to persist in the questioning
- Keep notes of any interview for record

### Dealing with Persistent and/or Abusive Complaints

On rare occasions when parent communication does not meet the expectations outlined above, we are required to respond in the best interest of all parties involved.

Behaviour characterized by:

- Actions that are obsessive, persistent, harassing, prolific, repetitious and/or
- Any insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason and/or
- Any insistence upon pursuing meritorious complaints in an unreasonable manner
- Targeted derogatory comments directed at individuals

The Principal will make the individual aware of their behaviour and processes to stem persistent and/or abusive complaints.

The Principal may:

- Communicate to complainant in writing requesting that the behaviour ceases
- Set restrictions for further contact with staff
- Report violent or aggressive incidents to the police

### Note:

If there is an Abu Dhabi Department of Education and Knowledge (ADEK) investigation, the Principal will take direction from ADEK representation and abide by ADEK processes and timelines.