







Title: **Policy for Managing Complaints
in QatarEnergy Schools**

Status: **Current**

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Department	Prepared by		Reviewed by	Approved by
Human Capital Education				 Digitally signed by ABDULAZIZ MOHAMMED A E AL-MANNAI Date: 2022.04.18 11:55:02 +03'00'
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*Our vision is for our students to be high achieving, healthy and happy individuals,
well prepared to take their place as global citizens and leaders of the future.*

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FOREWORD

This document has been developed by the Education Section (VHE) of the Human Capital Directorate (VH) and circulated for review by stakeholders before endorsement for use by the Executive Vice President (EVP) for Human Capital.

This document is published for use by the Education Section of the Human Capital Directorate. This policy is an operational/business level policy which is aligned with the Speaking Up Policy, a corporate policy which supports the QatarEnergy Code of Conduct.

This document in its present form reflects, as far as possible, the current corporate requirements.

This document is subjected to periodic review to re-affirm its adequacy or to conform to any changes in the corporate requirements or to include new developments on its subject matter.

All comments/views, recommendations etc. regarding this document should be forwarded to the Head, Education Section.

1. PURPOSE

- 1.1 QatarEnergy encourages an open environment where issues can be discussed and resolved between individuals in a positive manner with special regard to the QatarEnergy values. It is based on the belief that co-operation and a sense of partnership between staff, parents and schools will assist in ensuring open and positive relationships.
- 1.2 From time to time, however, parents may express concern or make a complaint, either orally or in writing, about some aspect of the conduct/operation of the school or an individual member of staff. This policy sets out a formal procedure to assist with issue resolution.
- 1.3 Schools will always give serious consideration to concerns and complaints that are brought to its attention. Anonymous complaints will not normally be considered, however schools will reserve the right to follow up on anonymous complaints should there, for example, be child protection or safeguarding concerns.
- 1.4 In cases where it is considered that complaints are unreasonably persistent or of a harassing nature, the school may take actions as referenced in Appendix ii (see School's Procedure Guidance).
- 1.5 All complaints shall be dealt with fairly; free from discrimination on any grounds in line with the requirements as stipulated by the MoEHE.

2. SCOPE

- 2.1 This Policy applies to complaints made by parents, students or a member of the QatarEnergy schools community relating to the actions of staff employed in QatarEnergy schools, where they affect individual students. However, schools need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest possible stage will reduce the numbers that develop into formal complaints.
- 2.2 **The difference between a concern and a complaint:**
A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.
- 2.3 It is in everyone's interest that **complaints are resolved at the earliest possible stage**. Many issues can be resolved informally, without the need to invoke formal procedures. Schools should take informal concerns seriously and make every effort to resolve the matter as quickly as possible. There are occasions when complainants would like to raise their concerns formally. In those cases, the QatarEnergy Schools Complaints and Procedure Policy should be invoked through the stages outlined within this process.
- 2.4 This Policy applies to complaints made about a Principal, a head of school, a teaching member of staff or a non- teaching member of staff.
- 2.5 This Policy does not provide for the resolution of issues brought forward by Staff Members. Such issues shall be dealt with through the HR Staffing Grievance Policy.

3. DEFINITIONS/ABBREVIATIONS

QatarEnergy Schools	- Dukhan English School, Mesaieed International School
VH	- Executive Vice President Human Capital QatarEnergy
Senior Leaders	- Members of the Senior Management Team of QatarEnergy schools
Head of School	- Head of a QatarEnergy Primary or Secondary School
Staff Member	- Any employee of QatarEnergy schools
Principal	- Principal of a QatarEnergy school
The Complainant	- The person raising the complaint
QatarEnergy HR	- Human Resources

4. RESPONSIBILITIES

4.1 Principals and Senior Leaders

Principals and Senior Leaders are responsible for ensuring that the procedures outlined in this policy are followed appropriately and fairly with due regard to the values of mutual respect outlined within the QatarEnergy values. They are responsible for settling any complaint speedily and as close as possible to the point of origin.

4.2 Complainants

Complainants should give due consideration to the needs of other parties when considering raising a complaint. They are responsible for presenting their complaint constructively with due regard for the values of mutual respect outlined within the QatarEnergy values. Sometimes the resolution of a complaint may involve some degree of compromise by one or both parties; this should be borne in mind by all parties during any issue resolution.

5. COMPLIANCE

Any matters concerning the implementation of this Policy in any particular school should be raised with the Principal with a view to reaching a mutually workable solution. Any matters of non-compliance should be raised with the Head of Education.