

Parent Complaints Policy

Version Date	Date of next review
September 2025	September 2026

Introduction

At North View International School, we are committed to providing a safe and respectful learning environment for all students. We believe that open communication between the school and families is the foundation of student success. This policy clarifies the process for handling parental complaints in a fair, objective, and timely manner.

Policy Objective

The primary goal of this policy is to resolve complaints promptly while maintaining a positive relationship based on trust and mutual respect between the school and families.

Members of the Complaints Committee

Name	Position	Email
Mr. Sheldon Smith	Principal	sheldon.smith@northview.school
Ms. Zeina Kortbawi	Admin	zeina.kortbawi@northview.school
Ms. Jennifer Madla	Head of Upper School (Middle and High)	jennifer.madla@northview.school
Ms. Megan Carlyle	Head of Lower School (KG and Elementary)	megan.carlyle@northview.school
Mr. Waleed Mamdouh	Arabic and Islamic Coordinator	Waleed.Mamdouh@northview.school
Ms. Salisha Kauser	PREK-KG1 Leader	salisha.kauser@northview.school
Ms. Rania Mustapha	KG2 Leader	rania.mustapha@northview.school
Ms. Chivonne Brits	Grade 1 Leader	chivonne.brits@northview.school
Ms. Candice De La Cruz	Grade 2 Leader	candice.cruz@northview.school
Mr. Pieter Dupreez	Grade 3 Leader	pieter.dupreez@northview.school
Ms. Ciara O'Leary	Grade 5 Leader	ciara.leary@northview.school
Ms. Margaret Eccles	Grade 4 Leader	margaret.eccles@northview.school

The grade level leader will depend on the student's grade level.

Complaints Procedure

Raising a Concern

Teachers and support staff are responsible for listening to and responding to the concerns of students and parents.

Parents can raise concerns through:

- Parent meetings
- Written communication
- Suggestion box

Important: Anonymous complaints will not be followed up. Parents must provide their contact details, along with the student's name and grade.

Students can raise concerns with any faculty member they feel comfortable with, their Class Teacher, Section Leader, or through the Student Council. At the beginning of each academic year, teachers will explain these procedures in an age-appropriate manner.

Steps to File a Complaint

1. Informal Resolution

- Parents should first attempt to resolve concerns informally by speaking with the class teacher or relevant administrator
- Small problems can often be solved in this way

2. Formal Complaint Submission

If the issue is not resolved informally, parents may submit a formal complaint by:

- Completing the complaint form available on the school's website
- Completing and sending the [Complaint form](#) via email to:
 - info@northview.school
 - northviewteam@northview.school
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3. Investigation Process

- The complaint will be referred to the **Parents' Complaints Committee**, which will investigate the matter impartially and objectively
- Parents will be informed of the expected completion date of the investigation

4. Meeting and Resolution

- The parent will be invited to attend a meeting to discuss the results of the investigation and the actions taken
- The parent will be informed of the results of the investigation and take the necessary measures within two working days

5. Confidentiality and Objectivity

- All complaints will be treated with strict confidentiality
- The Complaints Committee will evaluate all complaints objectively and fairly

Escalation Process

If the issue is unresolved, parents may escalate the complaint as follows:

1. **Section Leader:** If no satisfactory resolution is reached, parents may escalate the complaint to the relevant section leader
2. **Senior Leadership Team Member:** If unresolved, parents may escalate the complaint to the relevant Head of School
3. **Principal's Decision:** If unresolved, the complaint is referred to the Principal, whose decision is final in most cases
4. **Independent Appeals Committee:** In exceptional cases, an appeal may be submitted to the Independent Appeals Committee.

Appeals Process

- The **Appeals Committee** consists of at least three members, including independent representatives to ensure fairness
- The committee will review the complaint and make a **final recommendation**
- All decisions made at this stage will be formally documented

Complaints of a Confidential or Sensitive Nature

While complaints are a normal and regular part of interactions in the school community, in very rare cases, a student or parent may discover something of great importance that could affect the school or the student's life. In such cases, a confidential appointment can be set with the Director of Schools, who may or may not decide to refer the case to the Executive Governance Board, social services, police, or implement child protection protocols.

Policy Approved By	Date
Principal- Sheldon Smith	08 September 2025
Executive Governance Board	