NORTHVIEW
INTERNATIONAL SCHOOL
LEARNING TOGETHER TO CREATE A BETTER WORLD

Parent Complaints Policy

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 school and family is the foundation of student success.

Therefore, we have developed this policy to clarify how to deal with any complaint that a parent may make.

Policy objective

Our main goal is to resolve any problem or complaint in a fair and prompt manner, keeping in mind the interest of students. We seek to build a relationship based on trust and mutual respect between school and family.

Members of the Complaints Committee

Mr. Sheldon Smith/ Principal: sheldon.smith@northview.school

Ms. Zeina Belhas: zeina.balhas@northview.school

Ms. Jennifer Madla Head of Middle School: jennifer.madla@northview.school

Mr. Pieter Dupreez/ Year 3 Leader: pieter.dupreez@northview.school

Mr. Waleed Mamdouh: Waleed. Mamdouh @northview. school

Complaints Procedure

The school should identify appropriate means for people to raise concerns – at parent meetings, via email, via suggestion boxes. However, anonymous complaints will not be followed up, parents must leave contact numbers, student name and grade.

If a student has concerns, they should be able to raise them with any faculty member they feel comfortable with. Most often this is the class teacher or class/ Year leader.

Students may also raise general concerns through orientation group meetings and through the Student Council. The school is committed to ensuring that all students know who they can contact when there is a problem and at the beginning of each year, through orientation, the class teacher will explain these procedures in an age-appropriate manner.

Our main goal is to resolve any problem or complaint in a fair and prompt manner, keeping in mind the interest of students. We seek to build a relationship based on trust and mutual respect between school and family.

Steps to file a complaint

1. Informal discussion: We advise parents to try to resolve the issue by talking with the class teacher or administrator concerned. Small problems can often be solved in this way.
2. Formal Complaint: If the issue is not resolved, the parent can file a written complaint through a complaint form:
    - Fill out the complaint form available on the school's website.
    - Send the complaint via email to: info@northview.school/ Northviewteam@northview.school
3. Investigation: The complaint will be referred to the Parents' Complaints Committee, which will investigate the matter impartially and objectively. The parent will be informed of the expected completion date of the investigation.
4. Meeting and Outcomes: The parent will be invited to attend a meeting to discuss the results of the investigation and propose solutions. The parent will be informed of the results of the investigation and take the necessary measures within two working days.

- Confidentiality: All complaints will be treated with strict confidentiality.
- Objectivity: The Complaints Committee will evaluate all complaints objectively and fairly.
- Feedback: Parents will be informed of the results of the investigation and the actions taken.

- Teachers and administrative staff are responsible for listening to and responding to the concerns of students and parents.
- Escalation of complaint: If the issue is not resolved, the student or parent can escalate the complaint to the Year Leader or a member of the senior leadership team.
- Principal's decision: The Principal's decision on the complaint is the final decision in most cases.
- Appeal: In exceptional cases, the Director's decision can be appealed by an independent appeals committee.
- Appeal Committee: The committee consists of at least three members and reviews the complaint and makes recommendations.
- All stages of the complaint are documented.
- Complaints will be reviewed regularly to improve the quality of services.

Complaints of a confidential or sensitive nature

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 this case, a confidential appointment can be set with the director, who may or may not decide to refer the case to the Board of Trustees, social services, police, or implement child protection protocols.

School Principal
Sheldon Smith