

NOOR AL KHALEEJ INTERNATIONAL SCHOOL



COMPLAINTS POLICY 2024 /2025



NOOR ALKHALEEJ INTERNATIONAL SCHOOL

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COMPLAINTS POLICY 2024-25



UNIVERSITY of CAMBRIDGE
International Examinations

CAMBRIDGE INTERNATIONAL CENTRE

Vision

To provide and preserve the highest standards of excellence in quality education.

Mission

To provide students with opportunities to pursue excellence in education in a multi-cultural environment where they learn universally accepted values and norms that will assist them to become confident, global citizens.

As parents are an important part of our school, to make communication and collaboration between the school, teachers and parents easier and even more effective, we have introduced the Internal Committee for School Complaints in our school.

Aim of this Document and the Committee

To provide a package of information for parents and teachers that informs them of the role of the Internal Committee for School Complaints and how to lodge a complaint. The main aim of the Committee is to ensure complaints are handled quickly and effectively in terms of the schools rules, policies and guidelines.

Mandate of the Internal Committee for School Complaints

With reference to Circular no4 of 2023 from the Ministry of Education and Higher Education, and among the observations that were monitored in the field regarding the complaints we receive from parents, and as required by the public interest, the administration of private schools and kindergartens, in cooperation with your administration, seeks to develop operations and raise the efficiency of services provided in schools and kindergartens. Private schools by developing plans to reduce complaints received from parents and limit the problems within the framework of the work of private schools and kindergartens. It should not be escalated to the Ministry of Education and Higher Education except in cases that require a decisive decision to be taken against one of the parties.

Membership

The Internal Committee for School Complaints will consist of the following school staff.

Compliant Committee Members -2024-2025

Job Title	Position
Wayne Gavin Talbot	Principal
Saubiya Mohsin Siddiqui	Deputy Principal
Maysoon Sadiq Dahboor	Administrator
Roseline Joseph	Academic/ IT Coordinator
Annette Jane Rebeiro	Coordinator – Year 9 to 12
Nisha Jacob	Coordinator – Year 7 & Year 8
Ozma Asim Mohinuddin	Coordinator – Year 5 & Year 6
Neena Paul Selvakumar	Coordinator – Year 3 & Year 4
Manisha Chadha	Coordinator – Year 1 & Year 2
Qurat Ul Ain Qadri	Coordinator – Kindergarten
Shaimaa Belal	Coordinator – Islamic Studies
Nehad Elhelw	School Counsellor

Procedure

1. A dedicated email request@nooralkhaleej.com is available to all parents specifically for any issues and concerns.
2. An email or text message will be sent to the parent on the day the complaint is received indicating the complaint was received and indicating when the parent s needs to come in for an interview. (Urgent cases will be attended to as soon as possible and non-urgent cases within 2 days)
3. The official complaint form supplied by the MOEHE should be used.
4. The committee should resolve the complaint with the complainant within 3 days.
5. The school will then submit a complete report of the closed complaint, in Arabic, to the private mail for complaints at the Private Schools and Kindergartens Administration ps-complaint@edu.gov.qa which includes all the procedures followed and attaches evidence that supports or denies the lawsuit, within a maximum period of 5 working days.
6. The school has the right to take the necessary measures for malicious complaints submitted by the guardian in the event of actual verification and confirmation of this statement from the Ministry of Education and Higher Education.

Attached: The Official Complaint form



Procedures followed by the complaints committee

الإجراءات التي تم اتباعها من قبل لجنة الشكاوى في المدرسة لحل المشكلة

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ختم لجنة الشكاوى

What was agreed upon with the parents

ما تم التوصل اليه مع ولي الامر:

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Parent's opinion

رأي ولي الامر:

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ختم برأي الامر





قرار اللجنة النهائي : تم تسوية الموضوع وعليه تم غلق الشكوى
 لم يتم تسوية الموضوع وعليه الشكوى تصعد للجنة التابعة لإدارة الممارس ورياض الأطفال الخاصة

إقرار - Endorsement

نظر نحن أعضاء اللجنة بأن جميع البيانات المدونة صحيحة وأن المعلومات الواردة في الشكوى صحيحة وأن كافة الإجراءات الواردة أعلاه تم تنفيذها.

كما نقر بأنه وفي حالة عدم مصداقية البيانات الواردة بالشكوى أو تغيير الأرقام بأي حال من الأحوال يؤدي إلى إعلانها وبعرضنا للمسائل القانونية.

وهذا إقرار منا بذلك.

ختم المدرسة:

اسم رئيس الفريق / العضو:

التوقيع:

التاريخ:

