

Complaints and Appeals Procedure

At Hejaeya International School, we are committed to resolving any concerns, complaints, or appeals in a fair and timely manner. This procedure provides a clear process for students, parents, and staff to express concerns and seek resolution.

1. Purpose

This procedure is designed to ensure that complaints and appeals are handled fairly, promptly, and effectively. We aim to maintain a positive and supportive relationship between the school, students, and their families.

2. Who Can Make a Complaint or Appeal

Any student, parent, guardian, or staff member who feels dissatisfied with the school's policies, practices, or actions is encouraged to raise their concerns.

3. How to Make a Complaint

- **Step 1: Informal Resolution**

We encourage all individuals to first address their concerns informally by discussing them directly with the staff member, teacher, or school representative involved. Many issues can be resolved at this stage through open communication and mutual understanding.

- **Step 2: Formal Complaint**

If the concern is not resolved informally, or if the individual prefers a more formal approach, a written complaint should be submitted to the school's Complaints Officer or Designated Person (e.g., Principal or Head of Administration). The complaint should include:

- A clear description of the issue.
- The actions that have already been taken to address the issue.
- The desired outcome or resolution.

Complaints should be submitted to:

Email: complaints@his.ly

Address: Hejaeya School – Tripoli / Al-Hashan

- **Step 3: Acknowledgement**

The school will acknowledge the complaint in writing within **3 working days**. This acknowledgment will include details of the next steps and the timeframe for investigating the complaint.

4. Investigation and Resolution

Once the formal complaint is received, the school will investigate the issue. The investigation may involve:

- Speaking with the complainant to clarify the issue.
- Interviewing relevant staff or students involved.
- Reviewing any relevant documentation.

The school will aim to resolve the complaint within **10 working days** from the date of acknowledgment. If more time is needed to investigate the issue, the complainant will be informed of the delay and given an estimated timeframe for resolution.

5. Outcome of the Complaint

Once the investigation is complete, the school will provide a written response to the complainant detailing the findings and any actions taken. The response will include:

- The outcome of the investigation.
- Any corrective actions or changes made as a result of the complaint.
- Any steps the school will take to prevent similar issues from arising in the future.

6. Appeals Process

If the complainant is not satisfied with the outcome of the investigation, they have the right to appeal the decision. The appeal should be submitted in writing to the school's Appeals Committee within **5 working days** of receiving the outcome.

- The **Appeals Committee** will review the complaint, the investigation process, and the outcome. It may involve a further investigation or a review of the procedures followed.
- The Committee will aim to resolve the appeal within **10 working days**.
- The decision of the Appeals Committee will be final.

7. Confidentiality

All complaints and appeals will be handled confidentially, with information shared only with those directly involved in the resolution process. The identity of the complainant and the details of the complaint will not be disclosed unless required by law.

8. Ongoing Feedback and Improvement

The school values feedback from students, parents, and staff and uses it to improve policies, practices, and services. All complaints and appeals will be reviewed to identify any recurring issues and areas for improvement.

9. Contact Information

For any further assistance or clarification regarding this procedure, please contact:

Complaints Officer: Namah Mohammed Milad

Email: complaints@his.ly

Phone: +218912146268