



مدرسة برستين الخاصة
PRISTINE PRIVATE SCHOOL

P.O. BOX 60830

Al Nahda 2

Dubai, UAE

Phone: +971-4-267-4299/5822/5844

Email: info@pristineschool.com

Website: www.pristineschool.com

30+ YEARS OF INSPIRING MINDS

COMMENTS, SUGGESTIONS AND COMPLAINTS POLICY

PURPOSE AND SCOPE

Given the strong partnership between home, school and the community, Pristine Private school is open to any form of comments, suggestions and shall work to resolving concerns amicably to implement ideas in the best interest of the students, parents, and school.

A **comment** or **suggestion** may be treated as an expression of praise or appreciation directed at staff or a service delivered by the school, a suggested service improvement, or an anonymous complaint where the school has no way to respond directly to the complainant.

Comments and suggestions may be communicated respectfully through informal verbal communication or formally via the school reception.

A concern may be treated as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A large majority of concerns can be resolved informally and resolved at the earliest possible stage. This can usually be achieved through discussion and respectful communication between the parents and the concerned school representative.

A **complaint** may be generally recognised as a formal 'expression of dissatisfaction by a school stakeholder about our action or lack of action, or about the standard of service provided by or on behalf of the school.

When complainants want to raise their concerns formally the following procedure should be followed:

COMPLAINT LOG FLOWCHART

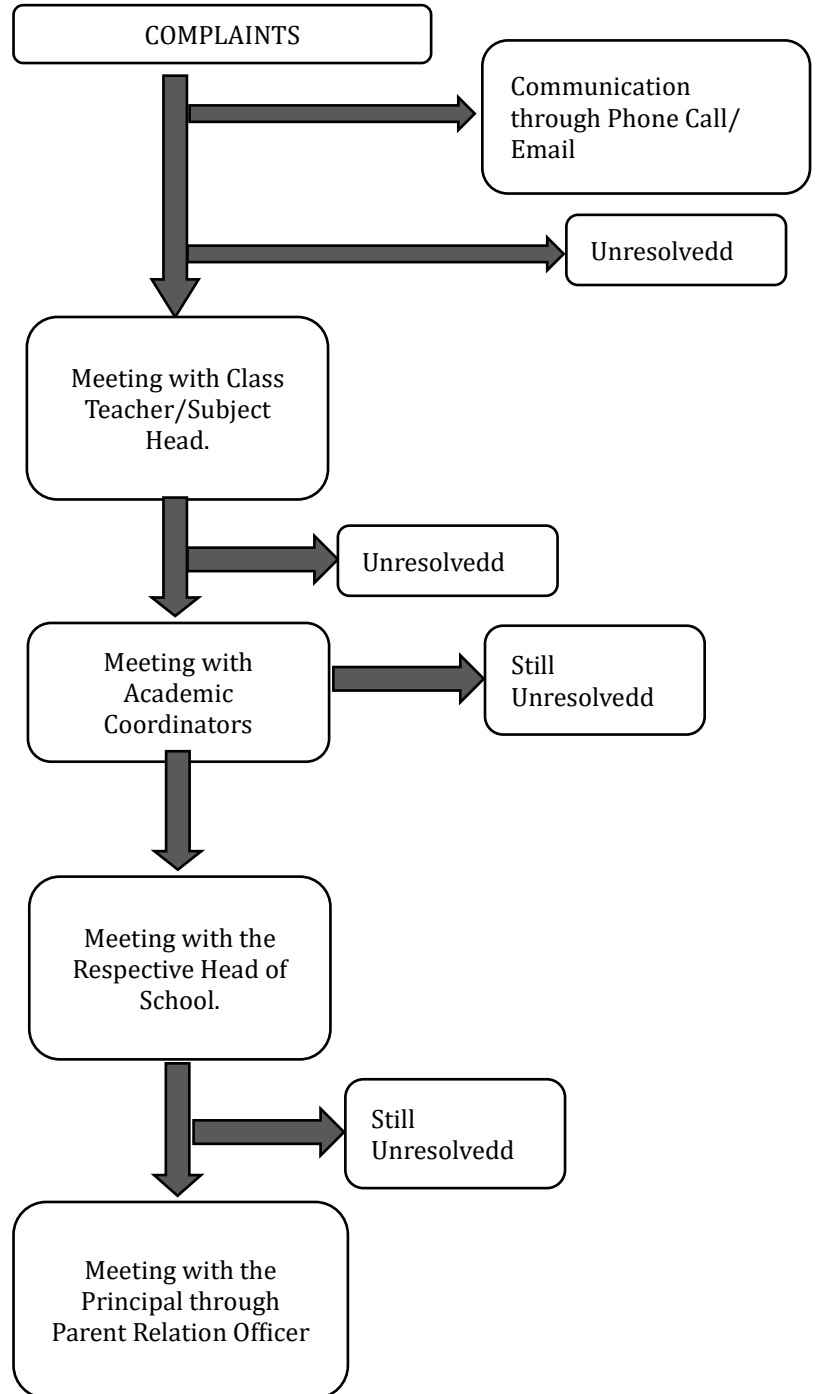
The school has a systematic appeal process. It is best to solve issues informally through meetings and discussions; however, at times, there are concerns and complaints that need further deliberations.



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It is expected that parents refer to this process for any conflict resolution within the school:

Please see the **flow chart** to be followed for concerns/complaints related to your child's academics and well-being in school by seeking an **appointment**:





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Stage:

- A. Teacher: The teacher (class or subject) will be the 1st point of contact as many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher through an appointment.
- B. Subject Coordinators – In case unresolved, the parents can meet with the Subject Coordinators (Senior Management Team).
- C. If still unsatisfied, the parent can meet with.
Deputy Head - Junior School.
Academic Coordinator – Primary School
Deputy Head – Secondary School.
- D. If still unsatisfied, the parent can meet with.
Head of Junior.
Head of Primary .
Head of Secondary.
- E. If the case still remains unsolved, the parent should meet with the Principal.

All meetings to be scheduled with prior appointments

COMPLAINT PROCEDURES

Parents are advised to adhere to the parent code of conduct and protocols (Please refer to Behaviour Policy on school website) during the meetings:

- Seeking a prior appointment and mentioning your concern helps to outline the purpose and how long you think you may need with the Teacher/Coordinator.
- Express the complaint clearly and concisely.
- Keep it factual and avoid making judgments based on hearsay.
- If more information is needed from you the authorized school personnel investigating/handling your complaint will contact, you.

If need be, each process from stage A to E shall be completed within a period of 5 working days. All complaints raised will be dealt with in a fair, open and, responsive way, with the aim of achieving child/a speedy and satisfactory resolution and in the best interest of the child/student.



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For comments, suggestions, concerns and appointments the school may be contacted via the following:

Email: parentcommunication@pristineschool.com / reception@pristineschool.com

Telephone Main Campus: 04-2675822 / 2674299

Telephone Junior Campus: 04-2343622

***Policy Details: Comments, Suggestions and Complaints
Policy***

<i>Version Date</i>	<i>August 2021</i>
<i>Review Date</i>	<i>August 2025</i>