

Parent Complaint Policy

1. Purpose

- a. To have a policy to provide clear and transparent information to parents, the community and staff on how parent concerns and complaints are managed at HPS/Br.

2. Policy

- a. It is HPS/Br. Policy to acknowledge and handle concerns and complaints of parents

3. Scope

- a. HPS/Br. staff

4. Definition

- a. None

5. Procedure

- a. All parents have the right to raise concerns and complaints about their child's school life and they will be treated with respect and courtesy during the process
- b. Parents can expect that their concern/complaint will be responded to in a courteous, respectful, and timely manner
- c. Parents with concerns/complaints will contact the appropriate person at the school (in writing, by phone or make an appointment to speak in person.) Reception
Phone Number: 02-556 0811
- d. If the parents do not know who they should speak with regarding the concern/complaint, the reception staff will assist in referring them to the appropriate person
- e. Parents will provide complete and factual information about the concern/complaint
- f. The appropriate person (class teacher, section coordinator, and administrator) will use the most effective way of resolving the concern/ complaint
- g. The school contact person will provide the parent with a timely feedback
- h. If the parent is not satisfied after speaking with the school contact person they may choose to speak with the School Principal.
- i. The complaint policy is published on the web-site, for accessibility by the parents

6. References

- a. None



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Approved by: Ms Amal Shahine, School Principal- HPS/Br.
