



## Newton International Academy - Smash

أكاديمية نيوتن العالمية

**"An international community of learners striving for excellence and celebrating success"**

<http://newtonschoools.sch.qa>



### Procedure for the handling of complaints as instructed by the ministry

1. Create a complaints committee consisting of the following persons:
  - Principal or vice Principal
  - Academic assistant Head
  - Pastoral assistant Head
  - Experienced teacher
  - Arabic teacher
  - Administrative personnel
2. Provide a clear procedure on the official school website which indicates the contact numbers, email or hotline for complaints. This must also be included in the parents' handbooks.
3. A text message or email is returned to the person raising the complaint with the offer of a meeting within 24 hours for urgent cases or 48 hours for non-urgent cases.
4. Use the MoEHE's complaint form and ensure that it is filled out by the parent or person complaining. All statements are taken and that the issue is investigated by the complaints committee. The person making complaint should be interviewed within 2 days of filing the complaint.
5. The complaint should be resolved within 3 working days. After the complaint is resolved, the parent should be contacted by text confirming the resolution.
6. Take all necessary disciplinary action against employees if required.
7. Outline what actions have been taken on the complaint form and ensure that this is signed by the Principal or Vice Principal. If the complaint is not resolved, then the Ministry complaint form should be completed and sent to the ministry.
8. Create a committee that evaluated the complaints to establish common themes and resolutions.
9. Produce a quarterly report on the performance of the committee, that includes the number of complaints that have been resolved or resolved.
10. Circulate and annual survey amongst parents on the satisfaction of the committee.

Any problems, the committee should contact [complaint@edu.gov.qa](mailto:complaint@edu.gov.qa)