

The Lebanese School - Qatar

Complaints Policy

Introduction

The Lebanese School has the students' best interest at heart, and endeavors to provide the best education possible. However, grievances over specific matters occur, which may result in a complaint.

This policy sets out The Lebanese School's approach to dealing with concerns and complaints.

Aims and Objectives

In operating this complaints policy, the school aims at:

- encouraging resolution of problems
- keeping people informed of the progress
- ensuring a full and fair investigation
- addressing all the points of the issue and providing an effective response

The Difference between a Concern and a Complaint

A **concern** may be defined as 'an expression of worry or doubt over an issue for which reassurances are sought'.

A **complaint** may be defined as 'an expression of dissatisfaction or discontent about a situation or an incident. It usually implies that the person making the complaint feels that something has gone wrong or has not met their expectations.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure.

In case of a concern, an email should be sent to the school personnel in charge of the matter at hand, and the person raising the concern should expect the right action to be taken within 48 hours in accordance with the school's policies.

The Formal Complaints Process

1. Complaint Form Submission:

Parents are required to fill in the designated Complaint Form with detailed information regarding the nature of the concern, including relevant dates, parties involved, and any supporting documentation.

Parents will have to submit the completed Complaint Form via email to: complaint@lsq.sch.qa.

2. Acknowledgment:

Upon receiving the complaint, the Complaint Committee of the school will send an email to the parents, acknowledging the receipt of the complaint.

3. Investigation and Follow-up:

The Complaint Committee will meet to gather all necessary details to facilitate the resolution process.

4. Resolution Meeting:

The Complaint Committee will work to resolve the problem in collaboration with the parent. This meeting will take place no later than the third day from the date of receiving the complaint.

5. Actions Taken and Closure Notification:

The Committee will document the actions taken to address the complaint within the same form used for submission.

The school will inform the parents that the complaint is closed by sending a message.

6. Report to the Ministry (if applicable):

If the complaint is not closed, the school will send a report to the Ministry along with all evidence.

Withdrawing a Complaint

If a complainant wishes to withdraw his complaint, he will be asked to confirm the withdrawal in writing - see appendix 1.

Unreasonable Complainants

The Lebanese School is committed to deal with all complaints in a fair and impartial manner, and to provide a high-quality service to those who complain. However, the school does not consent its staff to tolerate unacceptable behavior and will take action to protect it from any abusive, offensive, or threatening behavior.

A complaint may be regarded as unreasonable (invalid) when the person making the complaint:

- refuses to articulate their complaint or specify the grounds on which the complaint was based, or the outcomes sought by raising the complaint, despite offers of assistance.
- refuses to abide by the adopted complaints investigation process while still wishing the complaint to be resolved.
- makes unjustified complaints about staff members who are trying to deal with the issue, and seeks to have them replaced.
- repeatedly makes the same complaint despite previous investigations or responses concluding that the complaint is groundless or has been addressed.
- refuses to accept the findings of the investigation, where the school's complaint procedure has been fully and properly implemented and completed.
- seeks an unrealistic outcome.

A complaint may also be considered unreasonable (invalid) if the person making the complaint does any of the following either face-to-face, by telephone, in writing or electronically:

- behaving maliciously and aggressively.
- using threats, intimidation, or violence.
- using abusive, offensive, or discriminatory language.
- publishing unacceptable information on social media platforms, and/or newspapers.

Complainants should limit communications with the school while a complaint is under investigation. Constant and excessive correspondence, either by letter, phone, email or text can slow down, even delay reaching a resolution.

In case the complainant persists in contacting the school, causing a significant level of disruption, the school may alter its communication methods, and limit the number of contacts in a communication plan. In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately, and the police will be informed. The sanctions may also include banning an individual from entering LSQ premises.

Social Media

For the complaints to be resolved as quickly and fairly as possible, the school requests that the complainants do not discuss the complaints publicly via social media platforms, such as Facebook, Instagram, etc...

The school will deal with the complaints in a confidential and respectful manner. The complainants are expected to do the same.

Policy Review

This policy was reviewed in October 2023. It will be reviewed every 3 years and updated, as necessary.

Appendix 1

Complaint Withdrawal Form

I, the undersigned, _____ do not wish to proceed with the complaint that I filed against _____ on _____ . I hereby WITHDRAW the complaint that I submitted.

Complainant's Signature: _____ **Date:** _____

