

# Doha Academy Parent Feedback Policy

This policy was last updated: September 2023  
Next review due: August 2024 or as required

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### **Policy Objective:**

Parents / Guardians are of course welcome to provide feedback to the school at any time via phone, email and in person. This policy specifically refers to the procedure the school aims to follow if a Parent / Guardian has a concern or a complaint.

### **Rationale:**

At Doha Academy our aim is to work closely with our Parents / Guardians as partners in their children's education. We recognize our Parents' aspirations for their children's development at Doha Academy. As per our school's Vision and Mission, our goal is to support our students' holistic development – intellectual, social-emotional, physical, and spiritual and we believe that our parents' share these aspirations and values. Together, Parents with School Staff, we have high expectations of our students and of each other. We recognize that children as well as adults can and should learn from their mistakes, and that mistakes are a normal part of our education. It goes without saying that we aim to remove or at least minimize through policy and practice the chance of mistakes occurring that threaten the well-being of our students, staff and parents – however, we also recognize that accidents and mistakes happen and that our job as a school is to learn from them and put in place measures to prevent repetition of such occurrences. This policy outlines the measures taken by our school to prevent Parental concerns becoming complaints and what actions we will take in the event of a complaint. *Staff with complaints should refer to the Employee Handbook for guidance of grievances.*

Of course, whilst we are happier as a school with no or few concerns being raised by Parents, we recognize it is normal in schools for Parents to raise concerns to us. As far as possible our aim is to address any concerns before a Parent feels the need to make a formal complaint. As a school we fully accept that the Ministry of Education (MoE) provides further safeguards ultimately to address potential mistakes, and that Parents have the MoE as a formal channel if they believe something seriously has gone wrong and which potentially the school has not fully addressed. However, we do expect Parents to allow the school to deal with raised concerns within an agreed, appropriate timeline before immediately raising concerns to the MoE in the form of a formal complaint.

### **Expectations of all stakeholders:**

In our roles as educators at both the school and in the home, we expect that Parents raise any concern to us in a respectful and calm matter and through the correct channels (outlined below). We recognize of course that in the event of serious mishaps, emotions can run high and that this is normal if the well-being of a child is in doubt or actually threatened. As far as possible we ask all adults to remember that they are role models for their own and other children, and that the way in which we handle concerns is an important form of education in itself.

### **Preventing concerns / complaints from arising:**

Generally speaking the school's leadership and governance is charged with the smooth day-to-day running of all areas of the school:

- Academic (including IT-related support);
- Admissions;

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- Finance;
- Operations (facilities and transportation).

Each head of section is expected to put in place, review and update the necessary policies and procedures that outline the expected functions of the school. It is the school's responsibility to make available relevant policies to Parents, and it is a Parent's responsibility to familiarize themselves with shared policies and to read the school's regular communications. Routinely the school receives updates and directives from the MoE, and it is the responsibility of the school's MoE Coordinator to pass these quickly to the Deputy Principal and Principal, who will disseminate this information as required to relevant school staff for follow-up. The Deputy Principal and/or Principal routinely meet with the MoE's appointed school inspector to review required policies and procedures and to update them accordingly.

### Addressing Concerns:

If a Parent feels that the school has fallen short on its expected high standards of operation, we ask that the concern is brought to the school's attention as soon as possible. Low level concerns can be raised to academic staff at student drop-off and collection times. Ideally, to ensure that staff are available and that learning time is not disrupted, we ask that Parents wishing to discuss a concern make an appointment via email or telephone via the relevant Section Secretary or PA:

Role	First name	Family name	Section	School	Email	School number	ext
Secretary Boys' Side	Asma	A O Oesat	Secondary	Al Waab	<a href="mailto:a.oesat@dohaacademy.net">a.oesat@dohaacademy.net</a>	40202742	742
School/MOE Secretary	Nourhan	Ashraf Mohamed Elboulaky	Whole-school	DIKg	<a href="mailto:nourhan.ashraf@dohaacademy.net">nourhan.ashraf@dohaacademy.net</a>	44697908	n/a
Secretary Girls' Side	Jozaphin	Saad	Secondary	Al Waab	<a href="mailto:jozaphin.saad@dohaacademy.net">jozaphin.saad@dohaacademy.net</a>	40202762	762
MOE Secretary	Nour	Zoheir Saadi Elzarad	Whole-school	Al Waab	<a href="mailto:nour.elzarad@dohaacademy.net">nour.elzarad@dohaacademy.net</a>	40202796	796
Executive Assistant to the Principal	Yomna	Elakhdar	Whole-school	Al Waab	<a href="mailto:yomna.elakhdar@dohaacademy.net">yomna.elakhdar@dohaacademy.net</a>	40202778	778
Secretary- Primary	Soha	Aly	Primary	Al Waab	<a href="mailto:soha.aly@dohaacademy.net">soha.aly@dohaacademy.net</a>	40202710	710
MOE and School Secretary	Marwa	Abdalla Metwly Elazab	Whole-school	Salwa	<a href="mailto:marwa.elazab@dohaacademy.net">marwa.elazab@dohaacademy.net</a>	44143704	n/a

The school PA's and Secretaries can also advise Parents who to contact to raise a concern if they are uncertain. Regardless of the nature of the concern, if Parents feel that their concern is of a serious nature and/or it is not being addressed by the school they should bring it to the attention of the Deputy Principal ([shane.foley@dohaacademy.net](mailto:shane.foley@dohaacademy.net)) and/or the Principal ([edward.cooper@dohaacademy.net](mailto:edward.cooper@dohaacademy.net); [principal@dohaacademy.net](mailto:principal@dohaacademy.net)).

The table below outlines the expected channels for addressing concerns according to type and level:

Type of concern	Level of concern	For the attention of	Follow-up if required
Academic (e.g. related to student progress, behaviour, relationships)	Low	Class or Subject teacher	Head of Department or Deputy Head
Academic (e.g. ongoing or more serious progress or pastoral issues)	Medium	Deputy Head	Head of School
Academic (e.g. serious/urgent)	High	Head of School	Deputy Principal or Principal

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**Salwa Campus** 691 Ibn Houd Street, Mamoura, Doha, Qatar, PO Box 9691 | +974 44509917

[www.dohaacademy.sch.qa](http://www.dohaacademy.sch.qa)

**Al Waab Campus** 220 Duhail Street, Al Waab, Doha Qatar, PO Box 9691 | +974 40202700

progress or pastoral issues)			
Child well-being / safeguarding concerns	High	Head of School	Deputy Principal or Principal
Serious concerns about the school's academic management	Medium – High	Head of School or Deputy Principal / Principal (depending on issue)	CEO depending on the issue
Concerns regarding school operations (health & safety, transport and facilities)	Low - High	Facilities Manager	Deputy Principal / Principal
Concerns regarding accounts / financial issues	Low-High	Chief Accountant	Chief Financial Officer or Deputy Principal / Principal depending on the issue

Upon receiving a concern, the school will acknowledge by email or phone within 24 hours its receipt and provide a brief outline of the follow-up planned. The school will of course prioritise High level concerns and take immediate action as required. This will include a meeting on the same day, as far as possible, with the concerned persons and anyone relevant to the issue. For Low and Medium level concerns the school will aim to convene a follow-up meeting within 48 hours. In order to expedite concern resolution, we ask that Parents provide in the initial instance as much detail about the concern as possible. The initial meeting may be needed to clarify the concern as well as to provide feedback. The school will aim to communicate agreed actions in response to a concern or complaint within 72 hours. The agreed actions may include a timeline that extends beyond this period, for example where a concern requires an extended period of monitoring and time for any planned impact to be evidenced. We ask parents to adhere to these timelines before potentially escalating their concern.

The nature / level of the concern will determine the school staff involved. If a Parent feels that the school has not taken its concern seriously enough or that the nature of the concern merits raising it to the MoE, they may do so using the official complaint form and sending it to: [ps-complaint@edu.gov.qa](mailto:ps-complaint@edu.gov.qa)

If the school receives notification of a Parental complaint from the MoE, the Principal will appoint a "Complaints Committee" as per MoE guidelines and depending upon the nature of the complaint. The Committee, chaired by the Principal or Deputy Principal will thoroughly investigate the complaint and reply to the MoE as per the timelines stated above. The school will provide a summary of the response to the complaint in the MoE Complaint Form and submit this along with any required evidence / detailed school report. The school should seek to include in the Complaint Form the response of the Parent / Guardian to the school's actions.

If the school requires support / guidance regarding a formal complaint, it should contact: [ps-complaint@edu.gov.qa](mailto:ps-complaint@edu.gov.qa)

Upon receipt from the MoE of the complaint outcome, the school will notify the Parent / Guardian. The Principal or Deputy Principal will also communicate the MoE's decision, which might include a formal warning or penalty, to the CEO. In the case where a Parental concern or complaint has not been resolved

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and the Parent remains unhappy, the school should provide a detailed report of the investigation and its follow up within five working days to: [ps-complaint@edu.gov.qa](mailto:ps-complaint@edu.gov.qa)

The school has the right to take necessary actions against malicious complaints submitted by a Parent / Guardian, upon verification and confirmation of the validity of such claims by the Ministry of Education and Higher Education.

### **Preventing concerns and complaints – Additional information:**

As stated above, Doha Academy has the highest expectations of its stakeholders and seeks to regulate and achieve consistency in all of its operations through its published policies and procedures. Key among these are the codes of conduct for students and staff.

Further, the school provides training for staff to handle challenging behaviours so that concerns of a particularly emotional nature can be de-escalated.

In all cases we expect concerns and complaints to be addressed in an appropriate manner and the follow-up to occur in a private, confidential location. For this reason the school's meeting room next to the Principal's office is available.

<b>Policy Name: Parent / Guardian Concerns &amp; Complaints Procedure</b>		
<b>Created date:</b> September 2023	<b>Last Review Date:</b> -	<b>Next Review Date:</b> May 2024 (or as required)
<b>Reviewed By: Principal</b>		<b>Approved By: CEO/ Chairperson</b>
<b>School Stamp:</b>		