



Complaints Policy

1. Policy Statement

Merryland International School is committed to maintaining a positive, respectful, and collaborative learning environment. The school values feedback and recognizes that concerns and complaints provide opportunities to improve services, strengthen relationships, and enhance the quality of education. The school aims to resolve complaints fairly, promptly, confidentially, and in a manner that promotes mutual respect and understanding.

2. Purpose

This policy aims to:

- Provide a clear and transparent process for raising concerns and complaints.
- Ensure complaints are addressed promptly, fairly, and consistently.
- Promote constructive communication between the school and its stakeholders.
- Support continuous improvement in school practices and services.
- Ensure compliance with ADEK requirements and applicable UAE regulations.

3. Scope

This policy applies to:

- Students
- Parents and guardians
- Employees
- Visitors
- Contractors and service providers

The policy covers complaints relating to school operations, educational provision, student welfare, staff conduct, facilities, services, and other school-related matters.

4. Guiding Principles

The school will ensure that all complaints are:

- Taken seriously and treated respectfully.
- Investigated objectively and impartially.
- Handled confidentially wherever possible.
- Resolved at the lowest appropriate level.
- Addressed within reasonable timelines.



- Used as an opportunity for learning and improvement.

The school expects all parties involved in a complaint to communicate respectfully and professionally.

5. Definition of a Complaint

A complaint is an expression of dissatisfaction regarding a decision, action, service, policy, procedure, or conduct of the school, where the complainant expects a response or resolution.

This policy does not replace formal procedures relating to:

- Student disciplinary matters.
- Employee grievances.
- Child protection concerns.
- Legal proceedings.
- Matters under investigation by external authorities.

6. Complaint Resolution Process

Stage 1: Informal Resolution

Most concerns can be resolved through direct communication with the relevant staff member.

The complainant should:

- Raise the concern as soon as possible.
- Clearly explain the issue and desired outcome.
- Allow reasonable time for discussion and resolution.

The staff member will make every effort to resolve the matter promptly and informally.

Stage 2: Formal Complaint

If the matter is not resolved informally, a formal complaint may be submitted in writing to the relevant Head of Department, Coordinator, or School Administration.

The complaint should include:

- Name and contact details of the complainant.
- Description of the issue.



- Relevant dates and supporting information.
- Actions already taken to resolve the matter.
- Desired outcome.

The school will acknowledge receipt of the complaint and initiate an investigation.

Stage 3: Review by School Leadership

Where the complainant remains dissatisfied, the matter may be referred to the Principal for review.

The Principal will:

- Review all relevant information.
- Conduct further inquiries where necessary.
- Communicate the outcome and any actions to be taken.

The Principal's decision shall normally conclude the school's internal complaints process.

7. Complaints Involving Serious Matters

Complaints involving safeguarding, child protection, health and safety, discrimination, harassment, or other serious concerns shall be referred immediately to the Principal and handled in accordance with relevant school policies and regulatory requirements.

Where required, the school may notify appropriate authorities.

8. Anonymous Complaints

Anonymous complaints will be considered where sufficient information is provided to allow investigation. However, the school's ability to investigate and respond may be limited where the complainant remains unidentified.

9. Malicious or Vexatious Complaints

The school will investigate all genuine complaints fairly. However, complaints that are found to be intentionally false, malicious, frivolous, or abusive may result in appropriate action.

10. Confidentiality

Information relating to complaints will be shared only with individuals directly involved in the investigation and resolution process, except where disclosure is required by law or safeguarding obligations.



All records shall be handled in accordance with the school's data protection and confidentiality requirements.

11. Record Keeping

The school will maintain records of:

- Formal complaints received.
- Investigations conducted.
- Actions taken and outcomes achieved.
- Follow-up measures implemented.

Records will be retained securely and reviewed periodically to identify trends and areas for improvement.

12. Monitoring and Review

School leadership will monitor complaints to ensure:

- Timely and effective resolution.
- Fair and consistent application of this policy.
- Identification of recurring issues.
- Continuous improvement in school operations and services.

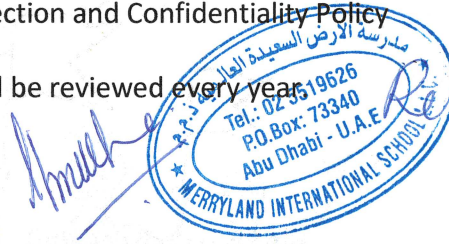
This policy will be reviewed annually or whenever changes in regulations or school requirements occur.

13. Related Policies

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Anti-Bullying Policy
- Staff Code of Conduct
- Student Behaviour Policy
- Data Protection and Confidentiality Policy

This policy will be reviewed every year.

Principal



Reviewed on 01 June 2026

Merryland International School is an outstanding, ISO 9001-certified, British Curriculum K-12 school located in Abu Dhabi, U.A.E. providing high quality education to pupils of more than 40 nationalities. Merryland has been a pioneer in education for the last four decades remaining true to its motto 'Changing lives...Nations wide'.