Complaints & Grievance Policy 2026-2027

Policy Information			
Created Date	8th May 2026	Reviewed By	Ms Gulnaz Reeha
Review Cycle	One Year	Next Review	September 2026
Principal			
Vice Principal			
Author of policy's role	Admin department		
Chair of Governors	Ms Gulnaz Reeha		

Table of Contents

Section	Contents	Page
1	Policy Statement	3
2	Purpose	3
3	Scope	3
4	Definitions	4
5	Guiding Principles	4
6	Types of Complaints and Grievances	4,5
7	Informal Resolution Procedure	5
8	Formal Complaint and Grievance Procedure	5,6,7
9	Protection Against Retaliation	8
10	Confidentiality	8
11	False or Malicious Complaints	8
12	External Escalation	9
13	Record Keeping	9
14	Responsibilities	9
15	Policy Review	10

1. Policy Statement

UAE Labour Law and Employment Regulations

Happy Home English School is committed to maintaining a professional, respectful, safe, and transparent working and learning environment for all employees, students, parents, and stakeholders. The School recognizes the right of every individual to raise concerns, complaints, or grievances without fear of retaliation, discrimination, intimidation, or victimization.

This policy is established in accordance with:

* UAE Federal Decree Law No. 33 of 2021 on the Regulation of Employment Relationships;
* Cabinet Resolution No. 1 of 2022;
* MOHRE Complaint and Labour Dispute Procedures;
* Sharjah Private Education Authority (SPEA) regulations and safeguarding expectations;
* UAE Anti-Discrimination and Workplace Protection principles.

2. Purpose

The purpose of this policy is to:

* Establish a fair and transparent grievance mechanism;
* Ensure prompt resolution of complaints;
* Promote professionalism and accountability;
* Protect employee and student welfare;
* Encourage amicable internal resolution before escalation to external authorities;
* Ensure compliance with UAE Labour Law and SPEA standards.

3. Scope

This policy applies to:

* All teaching and non-teaching staff;
* School leadership and management;
* Students and parents;

* Contractors, volunteers, and visitors interacting with the school community.

4. Definitions

Complaint
A complaint is an expression of dissatisfaction regarding services, conduct, communication, decisions, policies, or operational matters.

Grievance
A grievance is a formal workplace concern raised by an employee regarding:

* Harassment;
* Bullying;
* Discrimination;
* Unfair treatment;
* Salary disputes;
* Working conditions;
* Breach of contract;
* Professional misconduct;
* Unsafe environment;
* Retaliation or victimization.

5. Guiding Principles

All complaints and grievances shall be handled according to the following principles:

* Fairness and impartiality;
* Confidentiality;
* Respect and dignity;
* Timely investigation;
* Protection from retaliation;
* Documentation and transparency;
* Compliance with UAE laws and SPEA requirements.

6. Types of Complaints and Grievances

The following matters may be addressed under this policy:

Staff-Related

* Workplace harassment;
* Verbal abuse;
* Discrimination;
* Salary or leave disputes;
* Excessive workload;
* Contractual concerns;
* Unethical conduct;
* Unsafe working conditions;
* Professional misconduct.

Student and Parent-Related

* Bullying;
* Safeguarding concerns;
* Teacher conduct;
* Academic disputes;
* Discipline concerns;
* Health and safety issues;
* Discrimination or inappropriate behaviour.

7. Informal Resolution Procedure

Where appropriate, concerns should first be resolved informally through respectful discussion between the involved parties.

Employees are encouraged to:

1. Speak directly to the concerned person;
2. Seek support from the line manager or HR Department;
3. Attempt amicable resolution before filing a formal grievance.

Informal resolution shall normally occur within five (5) working days.

8. Formal Complaint and Grievance Procedure

Step 1 – Submission of Complaint

The complainant must submit a written complaint to:

* Human Resources Department;
* Principal;
* School Director; or
* Designated Safeguarding Officer (where applicable).

The complaint must include:

* Full name;
* Date;
* Nature of complaint;
* Relevant evidence or witnesses;
* Desired resolution.

Anonymous complaints may be considered where safeguarding or serious misconduct is involved.

Step 2 – Acknowledgment

The School shall acknowledge receipt of the complaint within two (2) working days.

Step 3 – Preliminary Review

A preliminary review shall determine:

* Whether the matter falls under this policy;
* Whether immediate action is required;
* Whether external authorities must be informed.

Safeguarding matters involving students shall be immediately escalated according to SPEA safeguarding requirements.

Step 4 – Investigation

A fair and confidential investigation shall be conducted by an authorized officer or committee.

The investigation may include:

* Interviews;
* Written statements;
* Review of documents;
* CCTV or electronic records;
* Witness testimonies.

All parties must cooperate honestly and professionally.

Step 5 – Decision

The School shall issue a written outcome normally within ten (10) working days following the completion of investigation.

Possible outcomes include:

* Mediation;
* Counseling;
* Written warning;
* Disciplinary action;
* Policy revision;
* Training requirement;
* Referral to external authorities.

Step 6 – Appeal Process

Any party dissatisfied with the decision may submit a written appeal within five (5) working days.

The appeal shall be reviewed by senior management or the Board of Governance, whose decision shall be final internally.

1. Safeguarding Exception

Safeguarding and Child Protection: Child protection and safeguarding concerns are exempt from the standard complaint acknowledgment and resolution timelines.

Any concern involving the safety, welfare, abuse, neglect, or protection of a child must be escalated immediately to the Designated Safeguarding Lead (DSL) and, where required, to the relevant UAE authorities in accordance with applicable legislation and regulatory requirements. Such concerns must not be delayed pending completion of the standard complaints process.

9. Protection Against Retaliation

Retaliation against any individual who raises a complaint in good faith is strictly prohibited.
Any retaliatory act including:
* Threats;
* Harassment;
* Victimization;
* Unfair treatment;
* Intimidation;
shall result in disciplinary action.

10. Confidentiality

All complaints and investigations shall remain confidential to the maximum extent possible.

Information shall only be disclosed:

* On a need-to-know basis;
* Where legally required;
* For safeguarding or regulatory purposes.

11. False or Malicious Complaints

Deliberately false, misleading, or malicious complaints constitute misconduct and may result in disciplinary action.

However, complaints raised in good faith shall not attract penalties even if unsubstantiated.

12. External Escalation

If the grievance cannot be resolved internally, employees may approach:

* Ministry of Human Resources and Emiratisation (MOHRE);
* Sharjah Private Education Authority (SPEA);
* UAE Labour Court;
* Relevant safeguarding or legal authorities.

13. Record Keeping

The School shall maintain secure records of:

* Complaints;
* Investigations;
* Outcomes;
* Appeals;
* Corrective actions.

Records shall be retained in accordance with UAE legal and regulatory requirements.

14. Responsibilities

Management

* Ensure fair implementation of this policy;
* Conduct timely investigations;
* Maintain confidentiality;
* Provide a safe working environment.

Employees

* Act professionally;
* Raise concerns responsibly;
* Cooperate during investigations;
* Respect confidentiality.

HR Department

* Maintain records;
* Facilitate investigations;
* Ensure legal compliance;
* Monitor grievance trends.

15. Policy Review

This policy shall be reviewed annually or whenever required by amendments in:

* UAE Labour Law;
* SPEA regulations;
* School operational requirements.