



مدرسة الأفاق الحديثة ذ.م.م.
NEW HORIZON SCHOOL W.L.L.

Complaint Policy



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Complaint Policy

Reviewed Date: October 2026

1. Purpose

The purpose of this policy is to provide a clear and effective process for addressing complaints related to the safety and security of staff and students. This ensures that all concerns are taken seriously and resolved in a timely manner, promoting a safe learning environment.

2. Scope

This policy applies to all employees, students, parents, and guardians of New Horizon School.

3. Definitions

- **Complaint:** Any expression of concern or dissatisfaction related to safety and security issues faced by staff or students.
- **Safety and Security Issues:** Matters involving physical safety, emotional well-being, and overall security within the school environment.

4. Policy Statement

New Horizon School is committed to the safety and security of all individuals on campus. We encourage all staff and students to report any concerns they may have, and we pledge to investigate and address these complaints promptly and thoroughly.

5. Procedure for Reporting Complaints

5.1 Reporting Channels

- **Anonymous Reporting:** Complaints can be submitted anonymously via email.
- **Direct Reporting:** Individuals may also report concerns directly to their immediate supervisor, the school principal, or the safety and security officer.



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5.2 Information Required

When filing a complaint, individuals should provide as much detail as possible, including:

- A description of the incident or concern.
- The date and time it occurred.
- Names of individuals involved (if known).
- Any witnesses present.
- The impact of the situation on safety and security.

5.3 Timeliness

Complaints should be reported as soon as possible after the incident or concern arises to ensure a swift investigation.

6. Investigation Process

6.1 Acknowledgment

Upon receiving a complaint, the designated authority (Principal or Safety Officer) will acknowledge receipt of the complaint within 48 hours.

6.2 Investigation

An investigation will be conducted promptly. This may involve:

- Interviews with the complainant.
- Interviews with any witnesses.
- Gathering relevant documentation or evidence.

6.3 Confidentiality

All complaints will be handled confidentially to the extent possible. The school will take steps to protect the identity of the complainant whenever appropriate.



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6.4 Resolution

After the investigation is complete, the school will provide feedback to the complainant regarding the findings and any actions taken, while respecting the privacy of all individuals involved.

7. Follow-Up Actions

If a complaint is substantiated, appropriate actions will be taken, which may include disciplinary measures, policy changes, or additional training/staff development.

The school may conduct follow-up interviews with the complainant to ensure that they feel safe and that the issue has been adequately addressed.

8. Protection from Retaliation

New Horizon School prohibits retaliation against anyone who files a complaint or participates in an investigation. Any act of retaliation should be reported immediately and will be investigated thoroughly.

9. Policy Review

This policy will be reviewed annually, and adjustments will be made based on feedback from staff, students, and parents.

10. Conclusion

The safety and security of our community are paramount. By establishing a clear and accessible complaint policy, New Horizon School commits to maintaining a safe environment for everyone. We encourage a culture of open communication and collaboration in addressing safety concerns.

Approved by:

Mrs Vishnu Vandana