



COMPLAINTS MANAGEMENT AND RESOLUTION CONFLICT

The potential for conflict exists because people have different needs, views, and values. The challenge for international schools, such as the Royal Canadian School in Cairo, is even greater due to the diversity of their students' cultures.

The following Complaints Management and Conflict Resolution Procedure is designed to ensure a timely and efficient processing of any complaints, taking the necessary and realistic steps to provide the opportunity to manage conflicts constructively and give all parties involved the chance to grow from the experience.

Procedure:

When a problem or complaint arises, relevant parties should be encouraged to discuss the situation with the person or staff member directly involved. For academic complaints, students must address the issue with their teacher first.

If no positive outcome is achieved, the party making the grievance will submit a written complaint to their direct line manager.

The Line Manager will arrange a meeting with all parties involved (if applicable) within 48 hours of receiving the complaint.

The meeting should take place in a comfortable and private space, with sufficient uninterrupted time provided.

The Line Manager will explain the Dispute Resolution Process and provide a copy to all parties.

The Line Manager will listen to all parties involved to understand their perspectives on the situation.

The Line Manager will seek solutions that satisfy all parties involved, considering the guidelines and policies of the Royal Canadian School in Cairo. A written report must be produced in the school's management system for the HR file.

If the problem or complaint is not resolved, the Line Manager will send an email report to HR within 24 hours after the meeting. The email will include the facts and proposed actions to resolve the conflict or complaint, with all parties cc'd. The aggrieved party must be assured that no reprisals will be taken against them.

If, after following this procedure, the student is not satisfied with the proposed solutions for their complaint, they may file a complaint directly with the Head of School.



The Head of School must include the HR manager who is required to record all resolution plans, decisions, and outcomes in the school's management system and inform the Line Manager via email.

The HR Manager is responsible for following up with the complaint until the matter is resolved.

Responsibilities of the HR Manager:

Using a non-judgmental tone of voice and displaying impartial body language.

Asking questions that facilitate the discussion.

Actively listening and acknowledging emotions.

Reframing information positively to understand all aspects of the complaint.

Further Investigation:

If the problem remains unresolved after following this procedure, the Chairman of the Board of the Royal Canadian School in Cairo should be notified for further investigation and follow-up.

Feedback:

At the Royal Canadian School in Cairo, we are committed to providing the best language learning and work experience for all, and quality assurance is one of our top priorities.

Teacher and admin surveys will be conducted and feedback noted to steer improvement

The HR Manager will gather and analyze these surveys. Important and recurring suggestions or complaints will be outlined and discussed in monthly department meetings.

If a complaint or feedback is received by email, the HR Manager will follow this procedure:

- a) Acknowledge the complaint within 2 working days.
- b) Conduct an investigation with the relevant parties to provide a response as soon as possible. The target response time should be within 10 business days.
- c) If it's not possible to respond within this time frame, the HR Manager will email, explaining the reason for the delay and providing a date by which a response is expected.
- d) The HR Manager will follow up until all parties are satisfied with the response.