



Complaint Policy and Procedures

Introduction:

AMIS Management is responsible for ensuring the discipline and welfare of all stakeholders. Occasionally, issues may arise for different reasons. To address this, the management has set up a committee to manage complaints and foster strong relationships between the school staff, parents, and students.

Committee members:

Member	Position
Mrs. Eman Elalamy	School Principal
Mrs. Asrar Mourad	School Counselor
Mrs. Marwa Desouki	Human Resources /Registration & Student Affairs
Mrs. Jiham Bannout	Receptionist

Complaint Committee Procedures:

1. Verbal and direct complaints will be received by Miss Jihan, the Receptionist.
2. Written complaints should be sent to Mrs. Eman at eeelalamy@almanarqatar.com
3. The committee will review the background and causes of the complaint.
4. Investigate the case with the involved individuals.
5. Gather relevant statements and evidence.
6. Prepare a detailed report with findings and provide recommendations or solutions.
7. To prevent recurrence, the committee will offer general recommendations on policies, procedures, or individual performance.
8. The final report and recommendations will be submitted to the School Principal for action.
9. Once approved, the recommendation will be implemented, and an official response will be sent to the complainant.
10. If the complainant is dissatisfied with the response, they may escalate the complaint through the provided link.
11. Ministry of Education link: <http://www.privateschools.edu.gov.qa>



Complaint Stages:

Stage	Process	Time Frame
#1	The complaint is submitted to the committee via email at eelalamy@almanarqatar.com	Within 2-4 working days
#2	The School Principal reviews and addresses the issue	Within 2 working days
#3	If unresolved, the complaint can be escalated via the Ministry of Education link. http://www.privateschools.edu.gov.qa/	As per MOEHE procedures