



وزارة التربية والتعليم والتعليم العالي
Ministry of Education and Higher Education
دولة قطر • State of Qatar

Policy and Procedures for Investigating the Complaints and the Violations of Private Schools and Kindergartens

First Edition 2024

**Department of Private Schools and
Kindergartens**

2023-2024

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Document Summary:

Title: Policies and Procedures for Investigating Complaints and Violations of Private Schools and Kindergartens

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Summary:

The policy for investigating complaints and violations of private schools and kindergartens represents a group of regulations, directions and procedures that govern the process of investigating the complaints filed to the department of private schools and kindergartens and the recorded violations to the work in private schools and kindergartens according to the authorities of the private schools and kindergartens department. The roles and the responsibilities of the department staff are allocated during treating the complaints and reporting the violations of private schools and kindergartens, also the rights and the duties of the private schools and kindergartens stakeholders are defined upon this policy, in addition to defining the procedures taken against private schools and kindergartens in a case of affirming violations to the laws, the decrees and the circulars that regulate the work.

Recent revision/Update: None

The policy is applicable on the staff of the private schools and kindergartens department and all stakeholders of private schools and kindergartens.

The owner: Department of Private Schools and Kindergartens

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An Introduction:

Complaints represent a means for controlling the jobs of private schools and kindergartens, as studying their details to verify them opens the way in front of all stakeholders of private schools for controlling the work of private schools and kindergartens and their policies. In that context, the importance of the policy for verifying complaints and violations of private schools and kindergartens emerges to define the regulations for treating complaints related to the work of private schools and kindergartens and the procedures for solving them to unify practices of managing private schools and kindergartens, in addition to the clear bases for the department staff and the staff of the private schools, and the violations of private schools and kindergartens, or reporting other violations through supervising and controlling private schools and private kindergartens.

The department of private schools and kindergartens works for increasing the satisfaction of stakeholders for the services provided by the private schools and kindergartens in the State of Qatar, that is through improving the procedures and the services to ensure a secure educational environment for students and parents.

According to the authorities of the department of private schools and kindergartens allocated by decree number (35) of 2022 for the organizational structure of the ministry of education and higher education, it follows up the affairs of the private schools and kindergartens, and follows up the application and the approval of curriculum and its resources, approving educational plans, directing private schools and kindergartens for the importance of preserving the values, the traditions, the customs and the national identity according to Qatar vision 2030, and applying the suitable methods to overcome problems and solving the complaints which are filed by parents and private schools and kindergartens, in addition to reinforcing effective communication between all stakeholders at the community of private schools and kindergartens, and the reported violations and treating them professionally and with transparency and fairness according to the authorities of the private schools and kindergartens department.

Dr. Rania Yousry Mohamed
Director of Private Schools and Kindergartens Department

Section one: Definitions and General Rules:

(Article 1-1) Definitions:

Private School: Each non-governmental establishment which is concerned originally with teaching at different stages, starting from the kindergarten stage to the end of the secondary stage.

Complaint: In general, a complaint is an expression of dissatisfaction between two parties, one of them is the complaining party who files the complaint, and the other is the complained party, while both are related to private schools and kindergartens. The complaint is filed by parents or students opposite schools and kindergartens, and sometimes the complaints are issued from schools or kindergartens against parents and students.

The complaining party expects a fair judgment, direction or recommendation from the authority where he files his complaint or to return any of his rights which the other party takes from him. He also expects to protect him from any threats expected from the defendant party.

The complaining party: Each person alleges abuse of any of his rights or the rights of his first-degree relatives, by private schools and kindergartens.

Defendant party : The identity which is alleged to abuse the right of the complaining party rights.

Concerned complaint: The violations against students and related to their security and safety or threaten or hinder education.

Non-concerned complaint: The violations that don't threaten the safety and security of students and don't hinder education.

Personal complaint: The violations resulted from problems between relatives, such as the husband and the wife, so they are out of the scope of private schools' work.

Persistent complaints: The complaints which are filed many times and are affirmed to be incorrect after investigating their details.

Individual complaints: Each claim which is filed by one person to the department of private schools and kindergartens about violating any of his rights or the rights of his relatives of the first degree.

Group complaints: Each claim which is filed by a number of people in the department of private schools and kindergartens about violating any of their rights or the rights of their relatives of the first degree.

Parent: the father or the mother of the student or their legal representatives.

School complaints team: A permanent team which is responsible for treating written complaints against the school and its operations, whether they are filed by parents, officials or related parties.

Private schools and kindergartens complaint team: it is a team formed by the director of the private schools and kindergartens department and includes members with legal experience and experience of dealing with student behaviors. Its duties include verifying the complaints and the violations of private schools and kindergartens which require field visits or resulted in sanctions on private schools, according to the categories of complaints in that policy.

(Article 1-2) Related Policies and Mechanisms:

This policy is developed according to the international legislations, treaties and reports that organize educational process and which are approved in the State of Qatar, including:

- Law number (23) of the year 2015 for organizing private schools and its amendments.
- The decree of the minister of education and higher education number (40) of 2017 for the executive rules for law number (23) of 2015 for organizing private schools.
- Private school's sanctions guide- third edition 2023.

Section two: Policy Scope:

(Article 2-1) Policy Objectives and Scope:

The policy aims at defining and explaining the regulations and the procedures for treating complaints and violations of private schools and kindergartens and the responsibilities of the private schools and kindergartens department, in addition to explaining the rights and the duties of stakeholders in the schools and kindergartens, for achieving the following:

- 1- Unifying the procedures for complaining by the stakeholders.
 - 2- Defining the duties and the responsibilities of the concerned officials with the complaints.
 - 3- Defining the methods of documenting complaints and violations.
 - 4- Reinforcing the principle of justice and transparency when treating complaints and violations related to private schools and kindergartens.
 - 5- Providing tools and models related to the method of dealing with the complaints and the violations related to the work of the private schools and kindergartens.
 - 6- Upgrading and improving the procedures for judging the complaints and the suggestions through the system of complaints follow-up which is easy and simple.
 - 7- Reinforcing the principle of keeping the confidentiality of information related to the complaints and the violations of private schools and kindergartens.
 - 8- Defining the times for treating complaints and violations.
 - 9- Increasing the satisfaction of the stakeholders about the procedures of treating complaints and violations.
 - 10- Raising awareness of the private schools and kindergarten department staff through explaining the procedures for treating complaints and violations.
- The policy scope includes all complaints and violations related to the jobs of the private schools and kindergartens according to the authorities of the private schools and kindergartens department, which are defined by article number (19) of the Amiri decree number (35) of 2022 for the organizational structure of the ministry, without interfering with the authorities of other departments in the ministry included in the same decree. Those elements include values, principles and outcomes of the policy articles, general rules related to applying the policy, method of treating complaints and violations, methods and procedures for grievance from the results of investigating the complaints related to private schools and kindergartens. Also, the policy defines the procedures for controlling and revising the policy effectiveness, and the procedures of change when required.

(Article 2-2) Who is governed by the rules of this policy?

The policy for investigating complaints and violations of private schools and kindergartens is applied on the staff of the private schools and kindergartens department, and all the stakeholders of private schools and kindergartens including students, parents and staff who face problems and violations to any of their rights, and they file them to the department of private schools and kindergartens for judging those claims.

Section three: Values, Principles and Outcomes of the Policy:

Article (3-1) Values of the Policy:

- 1- Providing an environment of mutual respect, open communication, and encouraging expression of opinions.
- 2- Undertaking all legislation and legal requirements.
- 3- Treating disputes, complaints, and their parties with justice and fairness.
- 4- Reinforcing complaints and dispute resolution quickly and accurately.
- 5- Keeping data and information confidential at all times.

Article (3-2) General Principles of the Policy:

- 1- The department of private schools and kindergartens treats the complaints related to all its duties according to article number (19) of Amiri decree number (35) of the year 2022 for the ministry organizational structure.
- 2- Anyone, any private school or kindergarten or any damaged party can file a complaint without feeling any anxiety.
- 3- Reinforcing time agreement between the complaint and violation category and resolving the disputes related to the complaints and grievances.
- 4- Using information resulted from complaint investigation to take the required actions for improving the elements of private schools and kindergartens work.
- 5- Treating complaints quickly, with fairness and transparency.

Article (3-3) Policy Outcomes:

- 1- Using outcomes of the complaint and control in improving and developing schooling.
- 2- Stability of procedures for treating complaints and violations of private schools.
- 3- Managing disputes with fairness and transparency for the satisfaction of all concerned parties as possible.

Section four: Regulations and rules related to the complaints and the violations of private schools and kindergartens:

(Article 4-1) General Rules

- 1- Each complainer (in a complaint between the parent and the school- or between the community members and the school) shall communicate with the school's complaints team for demanding a solution for the dispute before heading to the department of private schools and kindergarten for filing a complaint.
- 2- The defendant shall try to find a resolution for the complaint before filing it to the department of private schools and kindergartens.
- 3- All stakeholders of private schools and kindergartens may file complaints to the department of private schools and kindergartens, in case of not finding a resolution to the dispute between the concerned parties as above stated.
- 4- The complaints shouldn't be limited to the parents who are registered in the school or the individuals who represent them legally, while any person can file a complaint about the services provides by the private schools and kindergartens, including:
 - Parents and their legal representatives whose children are no longer registered at the school.
 - Community members.
- 5- In the case of filing a complaint about a thing which hasn't been affirmed many times, the complaint shall be considered as a continuous one, and no actions shall be taken except responding to the complainer as a continuous complaint.
- 6- All required actions and precautions shall be taken by the officials who treat the complaints to ensure the confidentiality of complaints, documents and related information (hard, electronic and recorded ones).
- 7- The Department of private schools and Kindergartens shall take the following actions when verifying complaints or violations:
 - Requesting and revising any files, data, or documents or attaining copies of them from private schools and kindergartens, and all documents related to the complaint subject.
 - Calling to hear from the witnesses, including the staff of the private schools and kindergartens to hear their points of view about any critical issue for the complaint investigation.
 - Performing field visits to verify the complaints and the violations of the private schools and kindergartens according to their authorities upon articles (22) and (42) and the articles of the fifth section: sanctions of law number (23) of the year 2015 for regulating private schools and its amendments.
- 8- Upon verifying the complaints and the violations, and some items of the schools' policies are found to be unsuitable, the private schools and kindergartens shall amend the articles of those policies upon the recommendations of the department of private schools and kindergartens.

Article (4-2) Official Channels for Receiving Complaints:

Complaints shall be filed through the following official channels, while the complaint shall not be documented unless it is handwritten. Those channels include:

- 1- Public relations and communications department in the ministry.
- 2- Social media of public relations and communications department.
- 3- E-mail of one of the representatives of private schools and kindergarten department.
- 4- The presence of the complainer and filling in the complaint form while undertaking with the information accuracy. ^{(Form (1))}
- 5- Sending an e-mail to the official e-mail of the private schools and kindergartens department.
- 6- In some cases which require urgent interference, oral complaints shall be enough to the department of private schools and kindergartens. Those cases (which are estimated by the department of private schools and kindergartens) include:
 - Issues that threaten the safety and security of children and students.
 - Issues that hinder the educational process.

Article (4-3) Authorities for investigating complaints and violations at the department of private schools and kindergartens and their general duties:

- 1- The school\ kindergarten's specialist who is responsible for supervising the school or kindergarten is the complaint subject, according to the authorities of the department of private schools and kindergartens. His task is to investigate the complaints, and the violations filed to the department according to article (4-4-1).
- 2- The academic advisor who is concerned with the academic elements of private schools and kindergartens according to the authorities of private schools and kindergartens department, his task is to investigate the complaints, and the violations filed to the department according to article (4-4-1).
- 3- The complaints team is investigating the complaints and violations in the department of private schools and kindergartens. The team includes specialized members who are assigned by the director of private schools and kindergarten. Their task is to investigate the complaints which are filed by the school's specialist or the academic advisor.

Article (4-4) Types of Complaints and Violations:

Complaints and violations of private schools and kindergartens are varied according to the type of complaint or violation which is filed to the concerned authority. In this context, complaints and violations of private schools and kindergartens are divided into two sections as follows:

Article (4-4-1) Complaints and violations which are investigated by the department of private schools and kindergartens:

Complaints and violations which are treated and judged by the department of private schools and kindergartens, and which are related with:

- 1- Supervising and controlling the school leadership and management for the educational process.
- 2- Students' safety and security.
- 3- Educational plans.
- 4- Educational resources.
- 5- Behavioral violations of the first degree².
- 6- School activities (They are not considered in case the complaint is related to the activity fees).
- 7- The national identity, the Qatari culture and the community values.
- 8- The relationship between parents and the school according to the management specializations.

Article (4-4-2) Complaints or violations which are investigated by authorities outside the ministry, for example but not limited to:

The competent authority outside the ministry	Type of complaints and violations
Aman Center	All types and forms of violence against children and students, which may harm them, including: <ol style="list-style-type: none">1- Physical violence against children (willful force against children whether material or physical one, and causes pain or injury)2- Sexual violence against children (exposing or abusing or using children in a sexual activity)3- Mental violence against children (any willful behavior from any person that causes mental harms such as mockery, ostracism, intimidation, offensive words or bad treatment)4- Family dysfunction (parents' failure in caring for children)5- Children negligence (parents or the guardian failure to meet the basic needs (housing, feeding, caring, teaching, clothing))
Police stations	<ol style="list-style-type: none">1- All complaints which are reported to the department of private schools and kindergartens through the police stations in Qatar.2- All complaints and violations which are treated by the department of private schools and kindergartens, then are transferred by the complainer to the police station in Qatar.
<ul style="list-style-type: none">- The role of private schools and kindergartens departments in the above stated cases to provide the external authorities any reports and statements required.- Students shall be followed up according to the above stated cases by the students' guidance team at the department of private schools and kindergartens according to the approved regulations and procedures.	

² Behavior violations that doesn't lie under clause (4-4-2)

Section five: Methods and Procedures for Treating Complaints and Violations of Private Schools and Kindergartens:

Article (5-1) Accepting the Complaints of Private Schools and Kindergartens.

Upon filing the complaint by a stakeholder of the private schools and kindergartens, the following actions shall be taken:

- In case the complaint is outside the scope of the department of private schools and kindergartens, according to article (4-4-2), the complainer or the authority that files the complaint shall be directed to the concerned department.
- In case the complaint is in the scope of the private schools and kindergartens department according to article (4-4-1), the complaint direction shall be defined to follow the procedures of article (3-5).

Article (5-2): Documentation of Complaints and General Procedures:

Documenting complaints, studying them and verifying them are of the critical controls. The complaints filed by private schools and kindergartens stakeholders are documented according to the following procedures:

- 1- Receiving written complaints according to article (4-2).
- 2- Transferring the complaint that is in the scope of the department of private schools and kindergartens by the concerned official at the department to the school's specialist or the academic advisor (according to the complaints type).
- 3- Before treating the complaints, the school complaints committee should take the required actions about the complaint according to articles (4-1) and (5-3-1).
- 4- In a case that the school complaint committee failed to take the required actions to treat the complaint, it shall be filed to it to be judged before taking any action by the department of private schools and kindergartens.
- 5- In a case that no solution is reached between the complainer and the complaints committee in the private schools, the complaints details shall be investigated by the school's specialist or the academic advisor, through the following general procedures:
 - Collecting all the required information and data related to the complaint items and details.
 - Analyzing evidence.³
 - Working to solve the complaint for the concerned parties' satisfaction upon forming a comprehensive vision about the complaint details.
 - In a case of violations, the private schools and kindergartens are directed to remove the causes of the violations as soon as possible, according to the nature and the type of the violations according to the regulations of the department of private schools and kindergartens.
 - Following up on correcting the violation by the school's specialist or the academic advisor.

3"Using a variety of data sources, such as school statements, parent statements, school documents, policies, etc., to obtain a comprehensive picture of the details of the complaint or violation. Any weaknesses in the data are compensated for by the strengths in other data, thereby increasing the accuracy and reliability of the results."

- 6- The detailed procedures for treating complaints are applied according to the cases of the following article (5-3)
- 7- In some cases which required urgent interference (the cases which threaten children security and safety- hinder educational process), article number (3), from article (5-6) shall be applicable regardless the procedures defined at any other article (the requirement of urgent interference shall be assessed by the department of private schools and kindergartens)

Article (5-3) Details procedures for treating the complaints of private schools and kindergartens:

Article (5-3-1) The role of the school complaints committee in private schools and kindergartens:

- 1- Providing a special channel for receiving complaints, that channel shall be public and clear to parents at the official website of the school or the school platform, while the concerned official with receiving complaints shall be defined, their phone numbers or the hotline, or the e-mail shall be defined, and they shall be included at the parent guide.
- 2- Receiving complaints according to the school guide for general procedures and regulations and according to the guidelines issued from the department of private schools and kindergartens.
- 3- Responding to parents and working for solving problems amicably through applying the school behavior policy and achieving the general satisfaction that is reflected on all elements of the school and ensures that the disputes shall not affect students psychologically or academically.
- 4- Reinforcing the principle of transparency and building confidence between the school management and parents and providing them with the opportunity for expressing their concerns or inquiries related to their children education to ensure creating a secure and satisfactory environment for students.
- 5- Establishing plans for limiting the complaints filed by parents and defining the problems according to the scope of the private schools and kindergartens work, and not to escalate them to the ministry of education and higher education unless in the cases that require taking a decision opposite a party and solving the dispute in the cases where no fair solutions are reached.

Article (5-3-2) Role of the department of private schools and kindergartens in the ministry:

In a case of raising the complaint to the department of private schools and kindergartens, the documented complaint shall be treated as follows:

- 1- Complaints which are treated by the school's specialist/ the academic advisor and closing it without advising the team of complaints investigation at the department of private schools and kindergartens according to the type of the complaint, stated in article (4-5).

- 2- Complaints which are treated by the school's specialist/ the academic advisor, then they are transferred to the investigation team at the department of private schools and kindergartens according to the type of each complaint in article (5-5).
- 3- All complaints are treated according to the following procedures:

First: a complaint from a parent/ a student against the school/ a kindergarten

The school's specialist/ the academic advisor shall perform the following procedures:

	Procedures	Timeframe
1	Filing the complaint through the official e-mail to the school's specialist/ the academic advisor / the kindergarten ^{(Form (2))} and requesting a written statement about the complaint	Two working days
2	Studying the school/ kindergarten statement and analyzing it to issue a judgment about the procedures and whether it violates the laws/ the decrees/ the regulations/ the policies/ the circulars/ the directions which are applicable in the state of Qatar or issued by the ministry of education and higher education	One working day from receiving the school/ the kindergarten statement
3	In a case of confirming the violations against the school/ the kindergarten, the nature of the violation is defined and it is sorted according to the sanctions guide of private schools and kindergartens, and the ministry ethics code, then a recommendation shall be filed to the private schools and kindergartens investigation team at the department of private schools and kindergartens for approving the recommendation or to guide as required.	One working day from the date of studying the school/ kindergarten statement
4	Notifying the defendant school / the kindergarten with the decree which is taken by the department of private schools and kindergartens or directing them with the required actions	On the same day of receiving the statement of the school's violations and complaints investigation team.
5	Notifying the parent/ the student who filed the complaint with the decree issued while keeping the confidentiality of any sanctions imposed on the school/ the kindergarten as a result of the investigation.	
6	Closing the complaint ^{(Form (3))} and notifying the related authorities.	
7	In a case that the school fails to cooperate with the department of the private schools and kindergartens for providing the stated statement in article number (1), the sanctions guide for private schools –first degree violations-	Two working days, and reminding them to respond within another two working days

	administrative violations, article number (6) and article number (7) shall be applied	
<p>Notice:</p> <p>The above stated period is the minimum duration for treating complaints and violations. Working on the complaints and the violations may require a longer period than the above stated ones, according to the details of the complaints or the violation.</p>		

Second: a complaint filed by a school/ a kindergarten against a parent/ a student:

The school's specialist/ the academic advisor shall perform the following procedures:

	Procedures	Timeframe
1	Communicating with the parent and notifying him with the details of the complaint and its consequences, then writing down his statement	Withing one working day from receiving the school/ kindergarten complaint
2	Analyzing the statement of the defendant parent according to the ethical code of the ministry and the sanctions guide for private schools	Withing one working day above stated item (1)
3	In a case of confirming the violation, a recommendation shall be filed to the complaints and violations investigation team in the department of private schools and kindergarten for approving the recommendation or directing with the required action	Withing one working day from analyzing the statement of the parent
4	Notifying the parent with the investigation results	One working day from receiving the directions of the complaints and violations investigation team at the department of private schools and kindergartens
5	Directing the school/ the kindergarten for the required actions according to the complaint nature and the applicable actions	
6	Closing the complaint and notifying the related authorities according to article (3-3)	
7	In a case of the school failure to cooperate with the department of private schools and kindergartens for providing any required information related to the complaint, the sanctions guide for private schools- first degree violations- administrative violations, article number (6) shall be applicable	Two working days, and reminding them to respond within another two working days
<p>Notice:</p> <p>The above stated period is the minimum duration for treating complaints and violations. Working on the complaints and the violations may require a longer period than the above stated ones, according to the details of the complaints or the violation.</p>		

Article (5-4) Complaints which are treated by the school's specialist/ the academic advisor without transferring them to the complaints team in the department

Types of complaints which are treated by the school's specialist/ the academic advisor	Not exclusive examples
Security and safety	<ul style="list-style-type: none"> • Not undertaking with the security and safety procedures at any activity performed by the school or the kindergarten • Taking pictures of a student without a written approval from his parent • Insulting a student or a staff member whether physically or morally • Not providing supervisors on school buses. • Weak performance of the supervisors that represents a risk to the safety and the security of students • Unavailability of a licensed nurse at the school • Not undertaking with the security and safety regulations at the buses
School activities	<ul style="list-style-type: none"> • Private schools and kindergartens don't undertake with the regulations and the conditions of the school activities guide for private schools and kindergartens-2024
Student behaviors and punctuality	<ul style="list-style-type: none"> • The school doesn't apply clear and fixed procedures to follow up the student's behavior • Not notifying the parents with the behavior policy • No grading of sanctions related to the student behaviors • No treatment plans are developed for the student's behavior before the execution of the behavior policy • Students' dismissal • All that is within the general context of the previous points.
Supervising students through the school day and the related school activities	<ul style="list-style-type: none"> • Lack of supervision on students through the official school hours • Lack of supervision on students through their transportation in the school buses • Lack of supervision on students through performing varied school activities

	<ul style="list-style-type: none"> • No supervision plans are developed by the school • Not considering the differences between age groups at developing the schedule for the breaks • The gender of the supervisors doesn't match with the age group according to the issued circulars • All that is within the general context of the previous points. • In a case that the above stated examples threaten the safety and the security of students, the complaint shall be filed to the complaints team
Curricula and educational resources	<ul style="list-style-type: none"> • Not providing educational resources to students or the delay in providing them. • Not undertaking with the number of school days • Not undertaking with the teaching hours for the three compulsory subjects • All that is within the general context of the previous points
Violations to values and the national identity	<ul style="list-style-type: none"> • Staff smoking inside the school campus • The content contradicts the values and the ethics in resources or pamphlets which are distributed in the school campus • Not undertaking with the ethical code which is approved by the ministry • Spread of ideas which contradict the community values and ethics • Preventing students from praying in the school campus • Performing any practice that contradicts the state of Qatar customs and traditions • All that is within the general context of the previous points
Approved annual calendar	<ul style="list-style-type: none"> • Amending the dates of school calendar without approving them from the department of private schools and kindergartens • Violating the approved calendar
School Staff	<ul style="list-style-type: none"> • The absence of school's principal for more than seven days without appointing a substitute and notifying the department of private schools and kindergartens • A complaint about weak performance of the teaching or the technical staff • Teachers' treatment of students during classes • The gender of the swimming trainers doesn't match with the students' gender • All that is within the general context of the previous points
Students' assessment policy	<ul style="list-style-type: none"> • Assessment policy is not shared with the parents • Not granting the due mark to the student

	<ul style="list-style-type: none"> • Not educating students and parents about the different systems of education • All that is within the general context of the previous points
Academic violations	<ul style="list-style-type: none"> • Violating the educational system or the approved educational plan by the concerned department of the ministry • Not undertaking with the general rules for approving educational resources and books • Low level of education and ethics at the school or the kindergarten • Not undertaking with the approved academic policy for compulsory subjects • All that is within the general context of the previous points
Policies of private schools and kindergartens	<ul style="list-style-type: none"> • Not undertaking with the articles of the guidelines for general policies of private education levels
Ministerial decisions and circulars	<ul style="list-style-type: none"> • Not undertaking with the ministerial decisions and circulars related to the authorities of the department of private schools and kindergartens.
<ul style="list-style-type: none"> • The above stated examples are not the exclusive examples- for the complaint subjects which are followed up by the school's specialist / the academic advisor without transferring the complaint to the complaints and the violations investigation team in the department • The school's specialist/ the academic advisor shall transfer any of the above stated complaints to the complaints and violations investigation team at the department in a case that working for it requires a field visit to verify the complaint details. 	

Article (5-5) Complaints which should be transferred to the complaints and violations investigation team at the department:

The school's specialist/ the academic advisor shall transfer the violation after analyzing its details and collecting all evidence, to the concerned complaints and violations team, in the following cases:

Types of violations transferred to the complaint's investigation team in the department	For example, but not limited to:
Safety and security violations	<ul style="list-style-type: none"> • Hitting or bullying a student by a school staff. • Not protecting students from some behaviors of their classmates, such as hitting or bullying, etc. • All that is within the general context of the previous points
Violations to national values and identity	<ul style="list-style-type: none"> • Harassment cases • Preventing students from expressing their national, cultural and religious identity

	<ul style="list-style-type: none"> • Spread of political and racial ideas among students by the school staff • All that is within the general context of the previous points
Administrative violations	<ul style="list-style-type: none"> • Falsifying marks of students • A conflict between the school owners or between the school owners and the school's principal that affects the educational process • All that is within the general context of the previous points
<ul style="list-style-type: none"> • The above stated represent some forms of complaints which the school's specialist/ the academic advisor transfers to the complaint's investigation team in the department, but they are not limited to the above stated ones. • Performing field visits to investigate the complaints shall be assessed by the complaint's investigation team in the department. 	

Article (5-6) The role of private schools and kindergartens complaints investigation team.

When the complaints and violations team receive a complaint or a violation, the team will be responsible for:

	Procedures	Timeframe
1	Inspecting all documents related to the complaint or the violation and ensuring that the documents are complete	Within one working day
2	Verifying the validity of the taken procedures by the school's specialist/ the academic advisor	
3	Performing field visits to the school/ the kindergarten in a case that requires investigating the details of the complaint or the violation according to the procedures of the supervision and control guide at the private education stages	Within one working day from the above item 1 and 2
4	Taking any additional procedures according to the variables during the investigation of the complaints and the violations of the private schools and kindergartens	According to the details
5	The investigation results match with the private schools' sanctions guide	Within one working day from the above items completion
6	Providing comprehensive recommendations (preservation- transfer- sanctions if found, etc.) to the director of the private schools and kindergartens to be approved according to the approved forms at the private schools and kindergartens department	Within one working day from the completion of the above stated items
<p>Notice:</p> <p>The above stated term is the minimum time for treating complaints and violations. Working on violations and complaints may require a longer period than the above stated terms according to the details of the complaints and the violations.</p>		

Article (5-7) Closing the complaint:

The complaint is closed in the following cases:

- 1- In a case of the required information shortage according to the claim nature, such as (the name of the complainer, phone number, school name, school branch, student name, his grade, teacher name).
- 2- Upon the complainer demand, unless the complaint is related to the safety and the security of children and students, which is investigated by the department of private schools and kindergartens.
- 3- If facts emerge that prevent the continuation of the complaint, such as (personal complaints- false accusation- continuous accusation, etc.).
- 4- Solving the dispute which represents the complaint subject and the satisfaction of the concerned parties.
- 5- Availability of all evidence from the school, which indicates that the school took the correct actions, even if in a case of parent dissatisfaction.

The following should be made:

- 1- In a case that the school doesn't respond to the complaint within two working days and remind the school to respond in another two working days. That results in applying the private schools and kindergartens sanctions guide.
- 2- When the complaint is closed, the reasons of closing the complaint should be pointed out.
- 3- In a case of not reaching a satisfactory result, the complaint shall be transferred to the investigation team at the private schools and kindergartens department.

Article (5-8) Violations of Private schools and kindergartens:

- In a case of recording violations on private schools and kindergartens by the school's specialist/ the academic advisor during the regular field visits or in a case of reporting violations of private schools or other authorities' stakeholders without filing a complaint to the department of private schools and kindergartens, the same above stated procedures shall be followed according to the complaint category in article (4-5) and article (5-5).
- In a case of recording violations that requires urgent interference (what threatens the security and the safety of children and students- what hinders educational process) article number (3) of article (6-5) shall be applicable directly without the application of the procedures stated in other articles. The urgent interference shall be assessed by the department of private schools and kindergartens.

Article (6-1) Grievance from the decisions taken for the complaints

In a case that the complainer or the defendant is dissatisfied with the solutions or the recommendations reached by the department of private schools and kindergartens, the following shall be applicable:

- 1- Filing a written grievance of the decisions within (14) working days from the decision date, through the official e-mail of the private schools and kindergartens department, stating the reasons of grievance.
- 2- The grievance is transferred to a team of the investigation teams other than the team who received the complaint for the first time, upon an assignment of the director of private schools and kindergartens department.
- 3- The team shall consider the grievance letter and shall take the required actions for verifying the grievance according to the following procedures:
 - The team members meet to study all documents related to the complaint and the decision issued upon them.
 - Demanding the complainer statement to hear the details of his complaint when required.
 - The team may request the statement of the defendant when required.
 - Hearing the school's specialist/ the academic advisor to explain the taken actions.
 - The decision issued by the team shall be made upon evidence and the inputs:
 - Accepting the grievance and taking another decision, according to the team members, and according to the sanctions guide for private schools and the ethical code of the ministry, according to the case.
 - Rejecting the grievance and confirming the previously taken decision.
 - The complainer shall be notified with the team decision in (14) working days from the date of receiving the complaint according to its type.

Section seven: Control and Revision:

(Article 7-1) control and revision of the policy effectiveness and the procedures of change:

- 1- That includes surveys or focus groups with the staff of the private schools and kindergartens and some private schools and other stakeholders about the effectiveness and the fairness of the policy. Also, analyzing data of private schools and kindergartens undertaking with the policy rules, and the type and size of violations will be useful in solving problems or probable violations.
- 2- A team formed of the private school and kindergarten department and other stakeholders will revise the policy in light of collected data and commentaries. They will ensure that the policy achieves its objectives, and whether it is fair for all stakeholders in private schools and kindergartens.
- 3- Upon the revision results, the team will file recommendations for making changes or updates to the policy. Those recommendations may include revising the policy rules and the mechanisms for closing the complaint.
- 4- As soon as the recommendations are approved, changes will be made in the policy, and will be performed by the concerned staff.
- 5- The policy will be controlled regularly to ensure its effective application. This process will be repeated regularly each 3 years (or when required), to ensure that the policy agree with the changeable conditions and requirements of the ministry and the stakeholders of private schools and kindergartens department.

Section eight: Duties and responsibilities of policymakers:

(Article 8-1) Roles and Responsibilities of individuals and groups who contribute to the educational process:

- 1- The Ministry of Education and Higher Education: is responsible for revising and approving the policy and ensuring that it agrees with all applicable laws and regulations.
- 2- The Office of the Assistant Undersecretary for Private Education is responsible for approving the policy and ensuring that it agrees with all applicable laws and regulations.
- 3- Private schools and kindergartens Department is responsible for developing the policy, revising it, and ensuring that it agrees with all applicable laws and regulations, and amending it when required.
- 4- Private schools and kindergartens: responsible for providing feedback about the policy, when required. Also, it is responsible for the policy application and providing information and data about the effect and the results of the application.

Section nine: Grievance Process

(Article 9-1) Methods of grievance from the policy rules:

In the case that the concerned parties with the policy application (the staff of the private schools and kindergartens department- the stakeholders of private schools and kindergartens- parents) feel injustice from any rule, regulation or article of this policy, a grievance shall be filed according to the Amiri law number (23) of 2025 for the regulations of private schools and its amendments, its executive rules, and the regulations of section six of this policy.

Section ten: Closing Rules

(Article 10-1) Closing Rules for the Policy of Private Schools and Kindergartens Complaints and Violations:

The final rules of the policy of private schools and kindergartens include that the policy should be just, transparent, and match with all related laws and rules.

- 1- Revising and amending the policy: the policy is revised and amended from time to time by the ministry, according to the requirements.
- 2- Undertaking the laws and the regulations; the policy should match with all applicable laws and regulations.
- 3- Policy application: the policy should be applied in a just and fair way through verifying the complaints and the violations of private schools.
- 4- Confidentiality: the policy should ensure confidentiality of the information and the data of private schools and kindergartens and their stakeholders, according to the related laws and regulations.
- 5- Reporting the changes: the ministry should notify the stakeholders of the policy such as the ministry staff and the staff of private schools and kindergartens, and all stakeholders with any changes to the policy at the due time.
- 6- Undertaking with the policy: private schools and kindergartens, their owners and stakeholders should undertake with the rules and the articles of the policy.

Annexes

Form (1)

Complaint report from the concerned official employee at the Department of Private Schools and Kindergartens			
Complainant:			اسم ولي الأمر / الطالب:
Complainant Phone#:			رقم هاتف ولي الأمر/ الطالب
Against School\Kindergarten:			ضد مدرسة/روضة:
Category of the Issue:	Management	<input type="checkbox"/>	إدارية
	Academic	<input type="checkbox"/>	أكاديمية
	Moral	<input type="checkbox"/>	أخلاقية
	Safety & Security	<input type="checkbox"/>	أمن وسلامة
	Violation of Values and identity	<input type="checkbox"/>	مخالفة للقيم والهوية
نوع المشكلة:			
Summary of the parent complaint:			
General information:			
School statement:			
Procedures of the private schools and kindergartens department:			
Recommendations of the school's specialist/ the academic advisor:			
Name:		Date:	
Signature:			
Recommendations of the team for investigating private school complaints and violations:			
Names of the team members:		Date:	
Signature:			
Recommendations of the head of the team investigating private school complaints and violations:			

Form (2)

School report about the complaint:			
Complaint opening date:			تاريخ فتح الشكوى:
Complainant:			اسم ولي الأمر / الطالب:
Complainant Phone#:			رقم هاتف ولي الأمر/ الطالب
Against School\Kindergarten:			ضد مدرسة/روضة:
Category of the Issue:	Management	<input type="checkbox"/>	إدارية
	Academic	<input type="checkbox"/>	أكاديمية
	Moral	<input type="checkbox"/>	أخلاقية
	Safety & Security	<input type="checkbox"/>	أمن وسلامة
	Violation of Values	<input type="checkbox"/>	مخالفة للقيم والهوية
نوع المشكلة:			
Complaint:			
Procedures taken by the complaint committee of the school to solve the problem:			
Filled in by the school complaints committee			
The agreement with the parents:			
Endorsement			
<p>We, the members of the school/kindergarten complaints committee, undertake that all the stated information in this complaint is correct and all the above-stated procedures are applied.</p> <p>We also undertake that in the case of the complaint information error or changing the statements, it shall be null, and we will be exposed to legal investigation.</p> <p>Name of the team head/ member: ----- School/ kindergarten stamp</p> <p>Signature: -----</p> <p>Date: -----</p>			

Form (3)

Complaint closing form			
Complaint filing date:			تاريخ تقديم الشكوى
Complainant:			اسم ولي الأمر / الطالب:
Complainant Phone#:			رقم هاتف ولي الأمر/ الطالب
Against School\Kindergarten:			ضد مدرسة/روضة:
Category of the Issue:	Management	<input type="checkbox"/>	إدارية
	Academic	<input type="checkbox"/>	أكاديمية
	Moral	<input type="checkbox"/>	أخلاقية
	Safety & Security	<input type="checkbox"/>	أمن وسلامة
	Violation of Values	<input type="checkbox"/>	مخالفة للقيم والهوية
<p>نوع المشكلة:</p>			
<p>Opinion of the school's specialist/ the academic advisor:</p>			
<p>Accordingly, the complaint is closed</p>			
<p>School's specialist/ academic advisor</p>			
<p>Signature: -----</p>			