



مدرسة الإمارات الدولية - جميرا
Emirates International School - Jumeirah

Introduction

This booklet serves as a guide for parents on whom to contact for any suggestions, feedback or concerns. This will help us to respond and to support promptly which is very important to us. We also include our update communications policy for your information.

General Communication

Communication is mostly by email and through learning management systems. We aim to keep parents fully informed on all aspects of school life through these electronic means.

In Primary School we use a platform called Toddle to communicate with parents and in High School we use a platform called Managebac.



Parents and students should check these regularly.

Newsletters are produced weekly and sent out to all parents throughout the school. These highlight events and learning information. Head of School Newsletter is produced monthly and summarises the wonderful achievements of our students.

All other letters are generally sent via email, including information from Finance and important official announcements. It is therefore vital that your contact information is current and accurate in our records.

In addition, podcasts, face to face meetings, virtual conferences and social media posts all ensure you know what is happening in school. You can follow us on Social Media:



<https://www.facebook.com/eisjumeirah/>



https://twitter.com/EIS_Jum



<https://www.instagram.com/eisjumeirah/>



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Staff at EISJ are expected to:

- Reply to all parent enquiries within 1 working day.
- Reply responsibly and professionally at all times.
- Listen and understand the issue at hand.
- Ensure issues are dealt with in a timely manner.
- Not use personal mobile numbers or personal social media to respond to queries.
- Not engage in a lengthy email conversation and instead, call to resolve.

Parental Concerns

If you have a concern regarding your child then please follow this procedure.

All individuals in the process will seek a briefing from the staff member before them on the flow chart in order to gain knowledge of the question or issue to be addressed. It is therefore vital that parents follow the flow of inquiry.

Level 1	Pastoral and Academic concerns should be addressed directly to the class teacher or subject specialist.
IF NOT RESOLVED	
Level 2	Heads of Year or Subject Leaders
IF NOT RESOLVED	
Level 3	To the relevant Assistant Head
IF NOT RESOLVED	
Level 4	To Head or Deputy Head of Schools
IF NOT RESOLVED	
Level 5	To School Principal

NB: Please refer to the contact list for the people referred to in this procedure on the next few pages.



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Appendix 2: Either print this sheet, or create a copy and use digitally

FORMAL SCHOOL COMPLAINT FORM

To whom or what does the issue relate -----

Complainant -----

Contact details (including mobile telephone number) -----

Details of Complaint: (Please be as specific as possible e.g. giving dates, who was involved and where etc.)

What would you like to see done to resolve your complaint and bring the matter to an acceptable closure for yourself and the school?

Signed ----- Date -----



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EISJ CONTACT GUIDE

PRIMARY SCHOOL

GENERAL

Name: Manal Salman

Email: msalman@eischools.ae

Position: Executive Secretary

ATTENDANCE

Name: Juanita Florad

Email: jflorad@eischools.ae

Position: Primary School Office

PASTORAL - 1ST CONTACT

Class Teacher

PASTORAL - 2ND CONTACT

Head of Year 2

Cheryl Craig

ccraig@eischools.ae

Head of Year 3

Amy Long

along@eischools.ae

Head of Year 4

Sorcha Masterson

smasterson@eischools.ae

Head of Year 5

Hannah Foster

hfoster@eischools.ae

Head of Year 6

Joanna Johami

jjohami@eischools.ae

PASTORAL - 3RD CONTACT

Asst. Head - Early Learning
Leader Year 1

Jill Gaynor

jgaynor@eischools.ae

Assistant Head Years 2-4

Sarah Jarvis

sjarvis@eischools.ae

Assistant Head Years 5-6 &
Transition

Chloe McGee

cmcgee@eischools.ae

Assistant Head Curriculum
PYP

Scott Kirkland

skirkland@eischools.ae

YEARS 5-6

INCLUSION

Name: Laura Charlesworth

Email: charlesworth@eischools.ae

Position: Head of Inclusion

SCHOOL COUNSELLOR + SAFEGUARDING

Name: Shaista Ansari

Email: sansari@eischools.ae

Position: Primary School Counsellor

MEDICAL

Name: Dr. Naglaa Abu Shesha

Email: nshesha@eischools.ae

Position: School Doctor

PRIMARY SCHOOL

ACADEMIC - 3RD CONTACT

Asst. Head - Early Learning
Leader Year 1

Jill Gaynor

jgaynor@eishools.ae

Assistant Head Years 2-4

Sarah Jarvis

sjarvis@eishools.ae

Assistant Head Years 5-6 &
Transition

Chloe McGee

cmcgee@eishools.ae

Assistant Head Curriculum
PYP

Scott Kirkland

skirkland@eishools.ae

SUBJECT LEADER - ARABIC A

Name: Maha Abdul Nabi

Email: manabi@eishools.ae

SUBJECT LEADER

Name: Khitam Fhaidat

Email: kmfhaidat@eishools.ae

Position: Arabic B

SUBJECT LEADER

Name: Colm Hyde

Email: chyde@eishools.ae

Position: Physical Education

SUBJECT LEADER

Name: Nermin Ali

Email: nali@eishools.ae

Position: Islamic

SUBJECT LEADER

Name: Hannah Foster

Email: hfoster@eishools.ae

Position: Science

SUBJECT LEADER

Name: Paul Jones

Email: pjones@eishools.ae

Position: Arts

SUBJECT LEADER

Name: Nicole Poole

Email: npoole@eishools.ae

Position: Language Arts

SUBJECT LEADER

Name: Louise Mardle

Email: lmardle@eishools.ae

Position: Mathematics

LEADERSHIP

Name: Sarah McLean

Email: smclean@eishools.ae

Position: Head of Primary School

LEADERSHIP

Name: Deepali Rami

Email: deepalir@eishools.ae

Position: Deputy Head

LEADERSHIP

Name: Jayne Needham

Email: jneedham@eishools.ae

Position: School Principal

HIGH SCHOOL

GENERAL

Name: Laila Sabet

Email: laila@eischools.ae

Position: High School Secretary

ATTENDANCE

Name: Halawa Alshehhi

Email: halshehhi@eischools.ae

Position: Academic Coordinator High School

PASTORAL - 1ST CONTACT

House Tutor

PASTORAL - 2ND CONTACT

Head of House - Air

Barrett Steward

basteward@eischools.ae

Head of House - Fire

Sinead O'Rourke

sorourke@eischools.ae

Head of House - Water

Jennifer Rainford

jrainford@eischools.ae

Head of House - Earth

Melissa Wright

mwright@eischools.ae

Head of Year 12&13

Brendan Rainford

brainford@eischools.ae

IB/CP Coordinator

Charlotte Baxter

cbaxter@eischools.ae

PASTORAL - 3RD CONTACT

Name: Charlotte Baxter

Email: cbaxter@eischools.ae

Position: Deputy Head of Seniors

PASTORAL - 3RD CONTACT

Name: Gavin Taylor

Email: gtaylor@eischools.ae

Position: Assistant Head Pastoral

SAFEGUARDING ISSUES

Name: Rose Kamath

Email: rkamath@eischools.ae

Position: High School Counsellor

INCLUSION

Name: Cristina Valezquez

Email: cvelazquez@eischools.ae

Position: Head of Inclusion

HIGH SCHOOL

SCHOOL COUNSELLOR

Name: Rose Kamath

Email: rkamath@eischools.ae

Position: High School Counsellor

SCHOOL UNIVERSITY COUNSELLOR

Name: Cynthia Tsepe

Email: ntsepe@eischools.ae

Position: Higher Education Advisor

ACADEMICS

Class Teacher

HEAD OF DEPARTMENT

Name: Mushira Salama

Email: msalama@eischools.ae

Position: Arabic A

HEAD OF DEPARTMENT

Name: Hala Moustafa

Email: hmoustafa@eischools.ae

Position: Arabic B

HEAD OF DEPARTMENT

Name: La Tanya Rhooms

Email: lrhooms@eischools.ae

Position: The Arts

HEAD OF DEPARTMENT

Name: Rania Elgeoshy

Email: relgeoshy@eischools.ae

Position: Science

HEAD OF DEPARTMENT

Name: Joanne Roberts

Email: jroberts@eischools.ae

Position: Design Technology

HEAD OF DEPARTMENT

Name: Diana Miladinovic

Email: dmiladinovic@eischools.ae

Position: English

HEAD OF DEPARTMENT

Name: Michael Pike

Email: mpike@eischools.ae

Position: Individuals & Society

HEAD OF DEPARTMENT

Name: Mohamed Elawadi

Email: meelawadi@eischools.ae

Position: Islamic Studies

HIGH SCHOOL

HEAD OF DEPARTMENT

Name: Jose Hernandez

Email: jhernandez@eischools.ae

Position: Language Acquisition

SUBJECT LEADER

Name: Elvie Alman

Email: ealman@eischools.ae

Position: Business & Economics

HEAD OF DEPARTMENT

Name: Anthony McIntosh

Email: tmcintosh@eischools.ae

Position: Mathematics

HEAD OF DEPARTMENT

Name: Robert Cross

Email: rcross@eischools.ae

Position: Physical Education

MYP COOR. /ASSESSMENT LEAD

Name: Charlotte Haydn-Higgins

Email: chiggins@eischools.ae

Position: IBMYP Coordinator - Years 10&11

MYP COORDINATOR PEDAGOGY

Name: Neelum Nadeem

Email: nnadeem@eischools.ae

Position: Assistant IBMYP - Years 7, 8 & 9

IBCP COORDINATOR

Name: Charlotte Baxter

Email: cbaxter@eischools.ae

Position: IBCP Coordinator

IBDP COORDINATOR

Name: Nausheen Arif

Email: narif@eischools.ae

Position: IBDP Coordinator/Head of Seniors

LEADERSHIP

Name: Thomas Rolt

Email: trolt@eischools.ae

Position: Deputy Head of High School

LEADERSHIP

Name: Wendy Feherty

Email: wfeherty@eischools.ae

Position: Head of High School

LEADERSHIP

Name: Jayne Needham

Email: jneedham@eischools.ae

Position: School Principal

ADMINISTRATION

EISJ SCHOOL EMAIL ID

Email: eisjstudentservices@eischools.ae

FRONT DESK - HS

Name: Alia Bahadur

Email: abahadur@eischools.ae

Position: High School Reception

FRONT DESK - PS

Name: Nourelhoda Hussein

Email: nourelhoda@eischools.ae

Position: Primary School Reception

FRONT DESK - PS

Name: Amnah Alhashmi

Email: aalhashmi@eischools.ae

Position: Primary School Reception

ADMISSION

Name: Subarna Banerjee

Email: eisjadmissions@eischools.ae

Position: Registrar

ADMISSION

Name: Moza Al Shamsi

Email: eisjadmissions@eischools.ae

Position: Registration Coordinator

ADMISSION

Name: Lynell Rozario

Email: eisjadmissions@eischools.ae

Position: Admission Coordinator

FINANCE

Name: Ranjeesh Pallaseri

Email: eisjaccounts@eischools.ae

Position: Accountant

FINANCE

Name: Shajee Sreedharan

Email: eisjaccounts@eischools.ae

Position: Assistant Finance Manager



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The school leader will talk to the relevant parties involved and can, for example:

- talk to the teacher about the dissatisfaction being expressed by the parent/student.
- participate in a conversation between the relevant parent/student and the teacher.
- observe classroom teaching to talk to the parties involved based on something concrete.
- set in motion relevant teacher supervision by a colleague.

Formal Stage of The Complaints Procedure: Written Complaint

The Head of School or School Principal will acknowledge written complaints within three school days of receipt and provide an opportunity to meet the parent/student to discuss the complaint.

An investigation and written response will normally be made within ten school days of receipt to discuss the complaint. If this is not possible, a letter will be sent explaining the reason for the delay and providing a revised target date.

The written response will include full reasons for the conclusions reached by the School and what action, if any, the school proposes to take to resolve the matter.

With regards to a written complaint about a teacher:

- If a parent/parent submits a written complaint, it must be clear who is being complained about and what is being complained about. The written complaint is submitted to the teacher for comment. Against this background, the Head of School or School Principal investigates the case and decides how to proceed. The complainant and the teacher are informed of the outcomes.
- Final decisions in complaints against teachers lie solely with the School Principal. Students can appeal the School Principal's decision by addressing the complaint to the School Management. The written appeal against the school's decision must be sent via the School Principal.



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Informal Stage of The Complaints Procedure: Oral Complaint

On occasions, a parent or student may raise a concern directly with a member of staff without any formality. At this stage, it may be unclear whether the parent or student is making a complaint, is seeking information, or has misunderstood a situation. In any effect, the member of staff will aim to resolve the concern in a prompt and effective way.

However, if the concern is not resolved immediately and a complaint is confirmed orally by the parent/student, the opportunity to discuss the matter further. A school leader will discuss the issue with the parent/student and those involved in school, with the aim of resolving the complaint as soon as possible. The parent/student will be informed of the outcome of the investigation and what action, if any, the school proposes to take.

If the informal process has been exhausted and no satisfactory solution has been found, the parent/student will be asked by the member of staff dealing with the complaint whether (s)he wishes the complaint to be considered formally. If wishing to proceed with the complaint, the parent/student will be invited to put the complaint in writing to the School Principal using the Formal School Complaint Form attached to this policy as Appendix 2. The form should be sent to the School Principal within ten school days.

If a Formal School Complaint Form is not submitted within ten school days, the school will assume that the complaint has been withdrawn.

When it comes to an oral complaint about a teacher, the following procedure will apply:

The starting point is that the parties involved seek to resolve any disagreement or dissatisfaction through dialogue. Therefore, if a parent/student makes a verbal complaint about a teacher, the staff member will first ensure that the parent/student has tried to have a dialogue with the teacher to solve the problem. If dialogue has already been attempted, a school leader becomes involved in seeking a solution.



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Our Complaints Policy

IB Parent or Legal Guardian and Student Complaints Procedure

Philosophy

This policy aims to reassure parents, students and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- EIS Jumeirah recognizes that a willingness to listen to questions or criticism and to respond positively, can lead to improvements in school practices and provision for students.

Scope

- Complainants may be anyone, for example, parents, students, guardians, or anyone with an interest in the work of the school. However, it is expected that it will be mainly parents, guardians, or students who will make use of this policy and therefore the term 'parent/student' is used throughout as a generic term. The policy also applies in relation to any other type of complainant.
- Complaints may be made in person (oral) or be written.
- A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work. This procedure deals with specified day-to-day complaints against teachers, management and/or the operation of the school.

Policy

- Records of all conversations and meetings with parents/students to resolve formal complaints will be kept.
- A file of the hard copy of the Formal School Complaint Form (Appendix 2) will be kept in each case.



**FOR MORE INFORMATION
PLEASE CONTACT US**

**eisjadmission@eischools.ae
04 348 9804**