



مدرسة الإمارات الدولية - جميرا Emirates International School - Jumeirah

Introduction

This booklet serves both as a guide, as well as our policy and procedure for parents on contacts and communication. It will guide parents on whom to contact in the School to ensure matters are dealt with in a timely fashion. It is important to us as a school for all concerns to be resolved quickly.

General Communication

Most of our communication is done through electronic means and learning management systems. These systems are there to regularly update parents on events and issues within the school.

For Primary we are introducing Toddle as the new system for communication with parents. For High School, Managebac continues as the main system.



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.

For all other letters, generally these are sent via email/SeeSaw. This includes information from Finance and important official announcements.

We also run podcasts, face to face meetings, virtual conferences and social media, to ensure we communicate what is happening in school to the wider community. 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 Phase
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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For IB Related issues

IB Parent or Legal Guardian and Student Complaints Procedure: Procedure for processing complaints made by Parents/Guardians or Students

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 and criticism and to respond positively, can lead to improvements in school practices and provision for students.

Scope

- Complainants may be anyone e.g., 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 procedure. The term 'parent/student' is therefore used throughout the procedure as a generic term, but the procedure 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 1) will be kept in each case.



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Informal Stage of The Complaints Procedure: Oral Complaint

On occasions, a parent or student may raise a concern directly with the IB Coordinator 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 IB Coordinator will aim to resolve the concern at this point in a speedy 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 with an appropriate member of staff will be given. In the case of complaint against the IB Coordinator, this stage will always be heard by the School Principal.

The IB Coordinator or School Principal 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 1. 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 approaches the IB Coordinator with a verbal complaint about a teacher, the IB Coordinator 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, the IB Coordinator becomes involved in seeking a solution.



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The IB Coordinator 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

Where the complaint has been addressed by the IB Coordinator at the Informal Stage, this stage will be heard by the School Principal.

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

The School Principal will investigate the complaint and a written response will normally be made within ten school days of receipt of the meeting 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 Principal 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 School Principal investigates the case and decides how to proceed. The complainant and the teacher are informed of the School Principal's decision.
- The competency to make decisions in complaints against teachers lies 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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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

Class Teacher

PASTORAL - 2ND

Head of Year 1

Jill Gaynor

jgaynor@eischools.ae

Head of Year 2

Sarah Jarvis

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Head of Year 3

Jolie Mcnevin

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Head of Year 4

Sorcha Masterson

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Head of Year 5

Ciara Rafferty

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Head of Year 6

Chloe McGee

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PASTORAL - 3RD

Name: Tyler Rumball

Email: trumball@eischools.ae

Position: Assistant Head Pastoral

SAFEGUARDING ISSUES

Name: Tyler Rumball

Email: trumball@eischools.ae

Position: Assistant Head Pastoral

INCLUSION

Name: Charlie Bevan

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Position: Head of Inclusion

SCHOOL COUNSELLOR

Name: Shaista Ansari

Email: sansari@eischools.ae

Position: Primary School Counsellor

MEDICAL

Name: Dr. Naglaa Abu Shesha

Email: nshesha@eischools.ae

Position: School Doctor

ACADEMIC - 1ST

Class Teacher

ACADEMIC - 2ND

Year Leader

PRIMARY SCHOOL

ACADEMIC - 3RD

Early Learning Leader
EY/Year1

Cheryl Craig

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Assistant Head Curriculum
Years 2-6

Scott Kirkland

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SUBJECT LEADER

Maha Abdul Nabi

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Arabic A

SUBJECT LEADER

Name: Khitam Fhaidat

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Position: Arabic B

SUBJECT LEADER

Name: Nermin Ali

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Position: Islamic

SUBJECT LEADER

Name: Daniel Conley

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Position: Physical Education

SUBJECT LEADER

Name: Paul Jones

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Position: Arts

SUBJECT LEADER

Name: James Haji

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Position: Science

SUBJECT LEADER

Name: Claire McDougall

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Position: Mathematics

SUBJECT LEADER

Name: Anita Chahal

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Position: Language Arts

LEADERSHIP

Name: Emmanuel Alexander

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Position: Deputy Head of Primary School

LEADERSHIP

Name: Barbara Exley

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Position: Head of Primary School

LEADERSHIP

Name: Robert Ellis

Email: rellis@eischools.ae

Position: School Principal

HIGH SCHOOL

GENERAL

Name: Laila Sabet

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Position: High School Secretary

ATTENDANCE

Name: Halawa Alshehhi

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Position: Academic Coordinator High School

PASTORAL - 1ST

Form Tutor

PASTORAL - 2ND

Head of Year 7

Melanie Wright

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Head of Year 8

Barrett Steward

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Head of Year 9

Carla Mcdonagh

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Head of Year 10

Paul Edwards

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Head of Year 11

Kajost Hadad

khadad@eischools.ae

PASTORAL - 2ND

Name: Charlotte Boyle

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Position: Deputy Head of Seniors

PASTORAL - 3RD

Name: Lee Bossler

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Position: Assistant Head Pastoral

SAFEGUARDING ISSUES

Name: Lee Bossler

Email: lmbossler@eischools.ae

Position: Assistant Head Pastoral

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: Tameka Burke

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Position: School University Counsellor

ACADEMICS

Form Tutor

HEAD OF DEPARTMENT

Name: Mushira Salama

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Position: Arabic A

HEAD OF DEPARTMENT

Name: Hala Moustafa

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Position: Arabic B

HEAD OF DEPARTMENT

Name: Michel Ouimet

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Position: Arts

HEAD OF DEPARTMENT

Name: Rania Elgeoshy

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Position: Science

HEAD OF DEPARTMENT

Name: Sairah Shaukat

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Position: Design

HEAD OF DEPARTMENT

Name: Neelum Nadeem

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Position: English

HEAD OF DEPARTMENT

Name: Michael Pike

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Position: Individuals & Society

HEAD OF DEPARTMENT

Name: Mohamed Elawadi

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Position: Islamic Studies

HIGH SCHOOL

HEAD OF DEPARTMENT

Name: Jose Hernandez

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Position: Language Acquisition

SUBJECT LEADER

Name: Eoin Malone

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Position: Business & Economics

HEAD OF DEPARTMENT

Name: Anthony Mcintosh

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Position: Mathematics

HEAD OF DEPARTMENT

Name: Robert Cross

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Position: Physical Education

IBMYP COORDINATOR

Name: Stephen Wellman

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Position: IBMYP Coordinator - Years 10&11

ASSISTANT IBMYP COORDINATOR

Name: Elizabeth Weeks

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Position: Assistant IBMYP - Years 7,8&9

IBCP COORDINATOR

Name: Charlotte Boyle

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Position: IBCP Coordinator

IBDP COORDINATOR

Name: Nausheen Arif

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Position: IBDP Coordinator

LEADERSHIP

Name: Richard Cranston

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Position: Deputy Head of High School

LEADERSHIP

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Position: Head of High School

LEADERSHIP

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Position: School Principal

ADMINISTRATION

FRONT DESK - PS

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Position: Primary School Reception

FRONT DESK - HS

Name: Alia Bahadur

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Position: High School Reception

ADMISSION

Name: Subarna Banerjee

Email: eisjadmissions@eischools.ae

Position: Registrar

ADMISSION

Name: Johnny Harb

Email: eisjadmissions@eischools.ae

Position: Assistant Registrar

FINANCE

Name: Shajee Sreedharan

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Position: Assistant Finance Manager

FINANCE

Name: Ranjeesh Pallaseri

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Position: Cashier



**FOR MORE INFORMATION
PLEASE CONTACT US**

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