



Muscat International School

## 1. Who to contact

It is important that strong, direct links exist between the school and home. It is our aim to ensure that this relationship is positive and productive. Please refer to the charts below which inform our contacts policy.

### Who to contact- Primary School

Pastoral/ Enquiries	Academic/Progress Enquiries
Contact the <b>Class Teacher</b> in the first instance	Contact the <b>Class Teacher or Specialist</b> in the first instance
If the matter remains unresolved contact the <b>Year Group coordinator</b>	If the matter remains unresolved contact <b>Curriculum Coordinator</b> Mrs. Joanna Braganza
If the matter remains unresolved contact the <b>Head of School</b> Steven Small	
If the matter remains unresolved contact the <b>Assistant Principal</b> Iyad Abu Er Rub	
<b>Principal</b> Nicholas Bennett	

All Primary Staff can be contacted via [admin@mis.edu.om](mailto:admin@mis.edu.om)

Mrs. Joanna Briganza [Joanna.braganza@mis.edu.om](mailto:Joanna.braganza@mis.edu.om)

Mr. Steven Small [hosp@mis.edu.om](mailto:hosp@mis.edu.om)

Mr. Iyad Abu Er Rub, [assistantprincipal@mis.edu.om](mailto:assistantprincipal@mis.edu.om)

Mr. Nicholas Bennett [principal@mis.edu.om](mailto:principal@mis.edu.om)



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**Who to contact- Senior School**

Pastoral/ Enquiries	Academic/Progress Enquiries
Contact the <b>Form Tutor</b> in the first instance	Contact the <b>Specialist Teacher</b> in the first instance
If the matter remains unresolved contact the <b>Key Stage Coordinator</b>	If the matter remains unresolved contact <b>Head of Department</b>
If the matter remains unresolved contact the <b>Head of School</b> Peter Hartland	
If the matter remains unresolved contact the <b>Assistant Principal</b> Iyad Abu Er Rub	
<b>Principal</b> Nicholas Bennett	

All Secondary Staff can be contacted via [admin@mis.edu.om](mailto:admin@mis.edu.om)

Mr. Peter Hartland [hoss@mis.edu.om](mailto:hoss@mis.edu.om)

Mr. Iyad Abu Er Rub, [assistantprincipal@mis.edu.om](mailto:assistantprincipal@mis.edu.om)

Mr. Nicholas Bennett [principal@mis.edu.om](mailto:principal@mis.edu.om)



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**Who to contact: SEASS**

Pastoral/ Enquiries	Academic/Progress Enquiries
Contact the <b>Specialist Teacher</b> in the first instance	
If the matter remains unresolved contact the <b>Head of SEASS</b> Eyad Damrah	
If the matter remains unresolved contact the <b>Assistant Principal</b> Iyad Abu Er Rub	
<b>Principal</b> Nicholas Bennett	

All Secondary Staff can be contacted via [admin@mis.edu.om](mailto:admin@mis.edu.om)

Mr. Eyad Damrah [eyad.damrah@mis.edu](mailto:eyad.damrah@mis.edu)

Mr. Iyad Abu Er Rub, [assistantprincipal@mis.edu.om](mailto:assistantprincipal@mis.edu.om)

Mr. Nicholas Bennett [principal@mis.edu.om](mailto:principal@mis.edu.om)

If your issues are not resolved via the methods above, please read on to find out about our complaints procedure.



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## 2. Complaints Procedure

We welcome suggestions and comments from parents, and take seriously any complaints you raise. We regard these as opportunities for growth and improvement. In order for this to happen, it is necessary to follow the procedure outlined below. The school cannot be responsible for complaints made on unofficial, unconnected forums.

### Stage 1- Informal resolution

We hope that any problems will be resolved quickly and informally through discussion with the appropriate member of staff. Please see the 'Who to contact' tables above about who to contact regarding particular areas of concern.

In many cases, a complaint will be resolved at the first point of contact. However, it may be necessary for staff to consult a more senior member of staff. In the majority of cases, a resolution can be expected within a few days.

The member of staff to whom the complaint has been directed will make a written record of all complaints and concerns and the date upon which they were received. Should the matter not be resolved satisfactorily then parents will be advised to proceed with their complaint in accordance with Stage 2 of the procedure.

### Stage 2- Formal Resolution

If you are not satisfied with the response you receive, you may wish to make a formal complaint.

You should write to the Assistant Principal, giving clear details of the situation that concerns you, and stating that you wish to make a formal complaint. If you wish to write in Arabic. Please indicate in English the nature of your complaint before attaching your written letter in Arabic.

### The response you will receive

The Assistant Principal (or an elected member of the senior leadership team) will endeavor to send a reply to your letter within five working days, explaining the actions of the school and indicate a date for further communication. In many cases, the matter may require further investigation and consideration before responding in full including the outcome and an explanation of the conclusion of the complaint. The Assistant Principal will keep written records of meetings and interviews held in relation to a complaint.

### Confidentiality

Your complaint will be treated confidentially. Knowledge will be limited only to the relevant executive and senior leadership of the school. It is important that, in order for school procedure to work efficiently and fairly, complaints are made only to the school. Complaints aired on social media and in chat forums can be harmful to process and reputation. The school respectfully asks that parents choose to communicate in the first instance with the school itself.

Parents' complaints will never have an impact upon the child's school experience.



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Anonymous complaints will not be pursued, although they will be kept on file.

Any action requiring disciplinary measures against staff will be referred to the Principal and remain confidentially within the school.

#### **Stage 3: Appeals**

We would hope that you will feel satisfied with the outcome of any complaints and that your concerns have been fully considered. If, however, you are dissatisfied, you may write to the Principal of Muscat International School for further investigation and consideration. He may request that a panel is formed to address such appeals.

After consideration of all facts and information gathered, the panel will write to concerned parents outlining any outcome and action.

All formal complaints are logged on a confidential record in the Principal's office.

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