



مدرسة اللؤلؤة الابتدائية
THE PEARL PRIMARY SCHOOL

School Clinic Complaints Policy

November 2010
Review Date: November 2015

SCHOOL CLINIC COMPLAINTS POLICY AT THE PEARL PRIMARY SCHOOL

PURPOSE

It is recognized that there may be some instances where a person using the school clinic feels the need to make a complaint about services/treatment received in the school clinic.

SCOPE

The Pearl Primary School is responsible for ensuring and providing an accessible, impartial and effective complaints management process which ensures the child/parents rights and responsibilities, confidentiality and quality control of the process.

TARGET AUDIENCE

School nurses, members of staff, parents, pupils.

POLICY STATEMENT

The handling of the complaint from the school will be prompt, simple and efficient but thorough. The process of the complaint will result in the accountability of the school clinic to provide safe, effective and high quality health care for their school children. All healthcare facilities in the Emirate of Abu Dhabi are required to follow the standards laid down by the Customer Care Team at the HAAD for the management of a complain as below:

- The procedure for management of a complaint within the school should be widely published and easily understood by parents.
- The steps for making complaints should be simple and transparent. Adequate assistance should be given to complainants with special needs.
- The Pearl Primary School will process a fair, complete and impartial investigation without any penalty in respect of rights and quality of services to the person placing a complaint.
- The teaching staff/Principal who deals with complaints should regard them as natural and positive suggestions on services that the school provides. Staff should be sensitive to the needs and expectations of students, parents and the community in general.
- Both The Pearl Primary School and The Health Authority's complaints procedure is designed to provide for full investigation and resolution of complaints and to provide a rapid response which aims to be fair for all parties concerned.

- Every complaint will be viewed as having the potential to lead to improvements of the services provided within The Pearl Primary School.
- The procedure will not be used to blame or victimise staff/health care facility management.

Information gained during the investigation of the complaints if required, may indicate a need for a disciplinary investigation of the staff or the facility that would then be activated by The Pearl Primary School or HAAD's separate procedure.

- Any comments or misgivings voiced by parents/staff, even those that appear trivial, should be listened to sympathetically. The member of staff to whom these are expressed may be required to provide reassurance or an explanation there and then. Where remedial action has been, or is to be taken, its nature should be explained to the complainant.
- Complaints received in writing are acknowledged within three working days and resolved within a predetermined time period.
- Complaints not resolved within The Pearl Primary School and require independent review need to be reported to the Customer Care Team at HAAD.
- In case of harassment, threats or physical violence directed against employees or their families, personal contact with the complainant or their representatives shall be discontinued and the complaint will thereafter be pursued through written communication.
- The complaints procedure is without prejudice to the patient's statutory right to make a complaint elsewhere.
- Letter of complaint, replies or minutes of meetings relating to complaints are to be retained in The Pearl Primary School.

Written by ALDAR Academies School Nurses