Model Private School

Compliance Policy

Review Date:	March 2026		
Next Review Date:	March 2027		
Acting Principal	Mr. I J Nasari		
Signature		***Date:***	30-March -2026
MPS Board of Governors	Haji. Meethalakath Mehmood		
Signature		***Date:***	05- April -2026

1. Purpose

The purpose of this policy is to ensure that the school operates in full compliance with the **Department of Education and Knowledge (ADEK)** regulations, circulars, and all applicable UAE-laws. It also defines how the school handles complaints, monitors compliance, and addresses any instances of non-compliance.

2. Scope

This policy applies to all school employees, management, governing board members, students, and parents.

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3. Compliance Responsibilities

3.1 The **School Complaints Committee (SCC)** shall consist of:

1. **Principal** – Chairperson
2. **Vice Principal**
3. **Head of Section** – KG, Primary, Secondary (Boys and Girls)
4. **Compliance Coordinator** – Secretary
5. **Parent Representative (if needed)** – Member
6. **Governing Board Representative** – Member

In cases where the complaint involves the Principal, a Governing Board member will act as Chairperson.

3.2 Roles and Responsibilities

- **Chairperson:** Oversees the investigation and ensures fair process.
- **Members:** Review all evidence and participate in meetings.
- **Secretary (Compliance Coordinator):**
    - Supporting the Principal in completing compliance documentation.
    - Coordinating ADEK visits and self-evaluation activities.
    - Submitting corrective action plans and evidence of implementation.

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4. Procedure for Handling Complaints

4.1 Submission

- Complaints may be submitted **in writing** or **via official school communication channels** (email, complaint form, or parent portal).

- Anonymous complaints will be recorded but investigated only if sufficient evidence exists.

4.2 Acknowledgment

- Written complaints will be acknowledged **within 24 hours** of receipt.

4.3 Investigation

- The School Complaint Committee will review the complaint and gather relevant information from involved parties.
- Meetings may be held with the complainant and staff members for clarification.
- Investigations must be conducted **confidentially and respectfully**.
- Information about complaints should not be shared with anyone not directly involved in the investigation.

4.4 Resolution

- A written response will be provided to the complainant **within 10 working days**.
- If more time is required due to complexity, the complainant will be informed in writing.

4.5 Escalation

- If the complainant is not satisfied with the outcome, they may appeal to:
    1. **The School Principal** (if not already involved), or
    2. **The Governing Board**, and
    3. **ADEK**, if the school's internal process is exhausted or mishandled.

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5. Record Keeping

- All complaints, investigation notes, meeting minutes, and correspondence shall be securely stored by the Compliance Coordinator.

- Records will be retained for a minimum of **five (5) years** in accordance with ADEK's School Records Policy.

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6. Compliance Monitoring

6.1 ADEK Compliance Visits

The school will undergo the following types of visits:

- **Annual Compliance Visit** – to ensure full adherence to ADEK and MoE requirements.
- **School Readiness Visit** – prior to opening, expansion, or modification made to school buildings .
- **Ad-Hoc Visit** – in response to specific issues or concerns.

The school must provide ADEK representatives full access to all premises, staff, and records in accordance with Safeguarding policy.

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7. Addressing Non-Compliance

7.1 Corrective Actions

- The school must promptly implement corrective actions identified by ADEK within the specified timeline.
- A **Corrective Action Plan** shall outline actions, responsible staff, and deadlines.

7.2 Enforcement Actions

Depending on the severity, ADEK may impose the following:

1. Letter of Concern
2. Fine or Warning
3. Temporary Suspension of Activity
4. License Restriction
5. Financial, Administrative, or Technical Supervision
6. License Suspension

7. License Cancellation and School Closure

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8. Escalation and Supervision

ADEK may escalate enforcement measures if:

- Corrective actions are not completed, or
- The same violation recurs.

In serious cases (e.g., health and safety risks or fraudulent activity), ADEK may directly suspend or cancel the school's license. Under supervision, ADEK or its appointed body will temporarily manage the school's operations until compliance is restored.

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9. Staff Accountability

- The school will suspend and investigate any staff suspected of prohibited professional conduct (e.g., discrimination, harassment, or actions violating UAE cultural values).
- ADEK may permanently ban such individuals from employment in any Abu Dhabi school.
- The **Principal** may be dismissed by order of ADEK for serious or repeated non-compliance.

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10. Appeals

- The school may appeal ADEK enforcement actions:
  - Within **5 working days** for suspension or closure decisions.
  - Within **60 calendar days** for other penalties.
- ADEK will respond within **90 days**.
- Corrective actions must proceed during the appeal process.

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11. Review and Updates

- This policy will be reviewed annually or whenever new regulations or requirements are introduced by ADEK or relevant authorities.