



RHHS Concern Procedures

A. Introduction:

Rafic Hariri High School, an IB World School, is committed to continuous growth and development across all divisions—Preschool, Elementary, Middle, Secondary, and Technical Institute—to ensure the delivery of quality education for all learners. The school values open communication and constructive feedback from parents, guardians, and students to enhance both the quality of education and student well-being. All members of the school community welcome open communication, motivated by a sincere intention to improve the quality of education offered at the school.

The school recognizes that there may be occasions when parents, guardians, or students have concerns or complaints they wish to raise, and affirms their right to do so. The purpose of this process is to maintain open communication and trust with the community, and to use constructive feedback to enhance the quality of education. The school will strive to respond to any concerns and resolve complaints professionally and promptly.

B. Purpose:

This procedure outlines a clear and fair process for addressing complaints from parents, guardians, and students related to decisions, actions, or experiences across all school divisions.

C. Procedure:

Any concern or complaint shall be processed in accordance with the procedure outlined below:

1. Initial Concern:

Concerns should first be addressed informally with the relevant teacher, staff member, or division/program coordinator. Informal concerns may be voiced orally or in writing and will be resolved in 2 school days. If unresolved, the concern may be escalated to the Head of Division.

2. Formal Complaint:

If an informal concern is not resolved, the parent, guardian, or student may choose to submit a formal complaint. Complainants should complete a formal complaint form and submit it to the Head of Division by email. (See appendix 1.)

- Acknowledgment and Investigation:

- Acknowledgment: Upon receiving the formal complaint, the Head of Division will acknowledge receipt of the complaint within three school days.

- Investigation: An investigation will be initiated to address the concerns raised. This may involve gathering information from all parties involved, including students, parents, teachers, and other staff. The investigation will be conducted objectively and confidentially.
- **Resolution:**
- Outcome: After the investigation, the Head of Division will provide a written response outlining the findings and proposed resolution. This response will be shared with the complainant within five school days of the complaint being acknowledged.
- Meeting: If necessary, a meeting may be arranged with the complainant to discuss the outcome and any further actions required.

3. Appeal Process:

- Appeal: If the complainant is not satisfied with the decision, they may submit an appeal. The appeal should be sent via email to the School Principal, with the Head of the respective Division copied, within five school days of receiving the resolution. (See appendix 2.)
- Review: The School Principal will review the appeal and may conduct further investigation if required. A final decision will be communicated to the complainant within five school days of receiving the appeal. If necessary, a meeting may be arranged with the complainant, in the presence of the Head of Division, to discuss the outcome and any further actions required.

D. Examples of Common Issues by Type

Type of Issue	Examples
Academic / Program Concerns	Curriculum pacing, homework load, assessment clarity, external exams, etc.
Behavioral	Classroom conduct, disruptive behavior, bullying, peer pressure, academic dishonesty, absenteeism, etc.
Social / Emotional	Mental health, well-being, peer interaction, etc.
Safety	Playground safety, bus safety, lab safety, hygiene, emergency drills, etc.
Logistics	Drop-off/pick-up routines, bus delays, tech platform access issues, etc.
Administrative	Enrollment, reporting systems, timetable issues, extracurricular registrations, transcripts, registration, career guidance, etc.



E. Documentation and Record Keeping:

All complaints and their resolutions will be documented and kept on file for reference to ensure that patterns or recurring issues are addressed. The Head of Division is responsible for the documentation.

F. Confidentiality:

All complaints and related discussions will be handled with the utmost confidentiality. Information will be shared only with those directly involved in the resolution process.

G. Contact Information:

Head of Preschool Division: Ms. Ghada Khayat (ghada.khayat@rhhs.edu.lb)

Head of Elementary Division: Ms. Samar Darazi (Samar.Darazi@rhhs.edu.lb)

Head of Middle Division: Ms. Nada Rawas (Nada.Rawass@rhhs.edu.lb)

Head of Secondary Division: Mrs. Maya Achi (Maya.Achi @rhhs.edu.lb)

Head of Technical Institute: Ms Dina Hage-ali (dina.hageali@rhhs.edu.lb)

H. Review and Updates:

This procedure will be reviewed annually with input and consensus from all appropriate stakeholders.

This document is hyperlinked to the Student-Parent Handbook.



Glossary of Terms

***Concern:** A concern is an initial expression of dissatisfaction or a perceived issue regarding a situation, decision, or process. It is typically informal and may be resolved through direct communication or clarification before escalating to a formal complaint.

***Complaint:** A complaint is a formal expression of dissatisfaction regarding a specific situation, action, or decision that has not been resolved at the concern level. Complaints require a structured response and are typically addressed through an established procedure to seek resolution.

***Appeal:** An appeal is a formal request to review or reconsider a decision made in response to a complaint. It is submitted when the complainant is not satisfied with the outcome of the initial complaint process and seeks a higher authority or additional review for a different resolution.



Appendix 1

Formal Complaint Form

Use this form to submit a formal complaint to the Head of Division via email.

Student Name: _____ Grade: _____

Parent/Guardian Name: _____

Phone Number: _____ Email: _____

Details of complaint (Include specific details and any efforts to resolve the issue at the informal level.)

Parent/guardian /student signature

Date



Appendix 2

Appeal Form

Use this form to submit a formal complaint to the School Principal via email.

Student Name: _____ Grade: _____

Teacher: _____

Parent/Guardian Name: _____

Phone Number: _____ Email: _____

Details of appeal (Include specific details and any efforts to resolve the issue at the formal complaint level).

Parent/guardian /student signature

Date