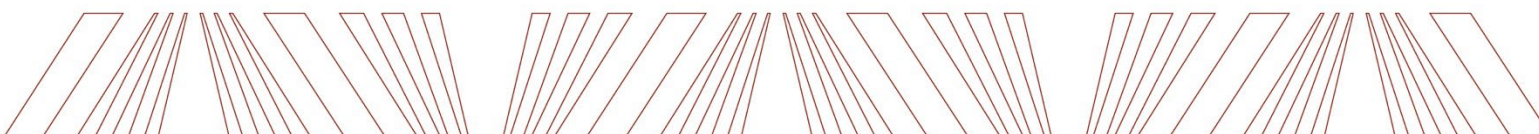




دائرة رأس الخيمة للمعرفة
RAS AL KHAIMAH
DEPARTMENT OF KNOWLEDGE

Stakeholders Complaints Management Policy

Ras Al Khaimah Department of Knowledge



1. Introduction

At Ras Al Khaimah Department of Knowledge (RAK DOK), we are committed to maintaining a harmonious and constructive environment for all stakeholders. Our stakeholders play a crucial role in the success of our educational environment. To fortify our commitment to transparency, accountability, and equitable dispute resolution, we are pleased to introduce our *Stakeholders Complaints Management Policy*.

Guided by the principles of fairness, this policy underscores our unwavering dedication to promptly, professionally, and impartially addressing concerns. Our collective endeavour is to uphold the values of open communication and collaboration, fostering a positive and inclusive educational journey for everyone involved.

This policy should complement each school's policies and procedures to ensure all complaints are handled with confidentiality, professionalism, and empathy.

It is important to note that before any matter is raised with RAK DOK for review and support, all necessary steps at the educational institution's level must have been followed.

1.1 Purpose

This policy outlines the established process for submitting complaints by students, parents, staff, and other relevant stakeholders to RAK DOK. It serves as a guide for raising concerns and complaints, as well as providing valuable feedback to RAK DOK.

The *Stakeholders Complaints Management Policy* aims to foster constructive interactions within RAK DOK and ensure the effective, respectful, and timely resolution of any concerns. Implementing this policy ensures that any issues or concerns raised by individuals are promptly addressed and handled with discretion, thereby ensuring fairness, confidentiality, and fostering a positive environment within every educational institution.

1.2 Policy Scope

This policy applies to all students, parents, staff, and other stakeholders associated with the educational institutions in the Emirate of Ras Al Khaimah. All educational institutions must possess an in-depth awareness of this policy and adhere to its guidelines without exception.

2. Definitions/ Acronyms

Appeal	A procedure in which you request a review of the decision made.
Appeal Committee	A committee formed to assess the complaint decision.
Complainant	The person lodging the complaint.
Complaint	A statement in which you express your dissatisfaction with a particular situation.
Confidentiality	A set of rules that limits access or restricts the use of certain types of information.
Educational institution	RAK Private Schools, Early Years Centres, and International Branch Campus Universities.
MOE	Ministry of Education UAE.
MOHRE	Ministry of Human Resources and Emiratization.
RAK DED	Ras Al Khaimah Department of Economic Development
RAK DOK	Ras Al Khaimah Department of Knowledge
RAKEZ	Ras Al Khaimah Economic Zone.
Related parties	All parties associated with the raised complaint case, including educational institutions, parents, teachers, non-academic staff, students, educational institution leadership, and authorised authorities.
Stakeholders	Students, parents, staff, and other stakeholders associated with the educational institutions in the Emirate of Ras Al Khaimah.
Witness	Attestation of a fact or event.

3. Policy Statement

RAK DOK *Stakeholders Complaints Management Policy* ensures that educational institutions and stakeholders understand their roles and responsibilities for responding to and resolving complaints.

Stakeholders must first submit any notes, complaints, feedback, or concerns directly to the educational institution. If the educational institution does not provide clarification or an acceptable resolution, stakeholders are advised to contact RAK DOK for further support regarding the matter in question. It is important to note that escalating the matter to RAK DOK does not guarantee a

different outcome for the complaint. However, it does mean that a review will take place, involving RAK DOK and the educational institution.

4. Responsibilities

The RAK DOK Operations & Engagement Team (O&E Team) will acknowledge the acceptance of academic and non-academic cases from the educational institutions' stakeholders within 24 hours of receipt. The team will promptly review the complaint case to find a resolution. The decisions announced by RAK DOK are final and binding. RAK DOK will maintain open communication and keep all parties informed of the complaint's status throughout the process.

5. Confidentiality

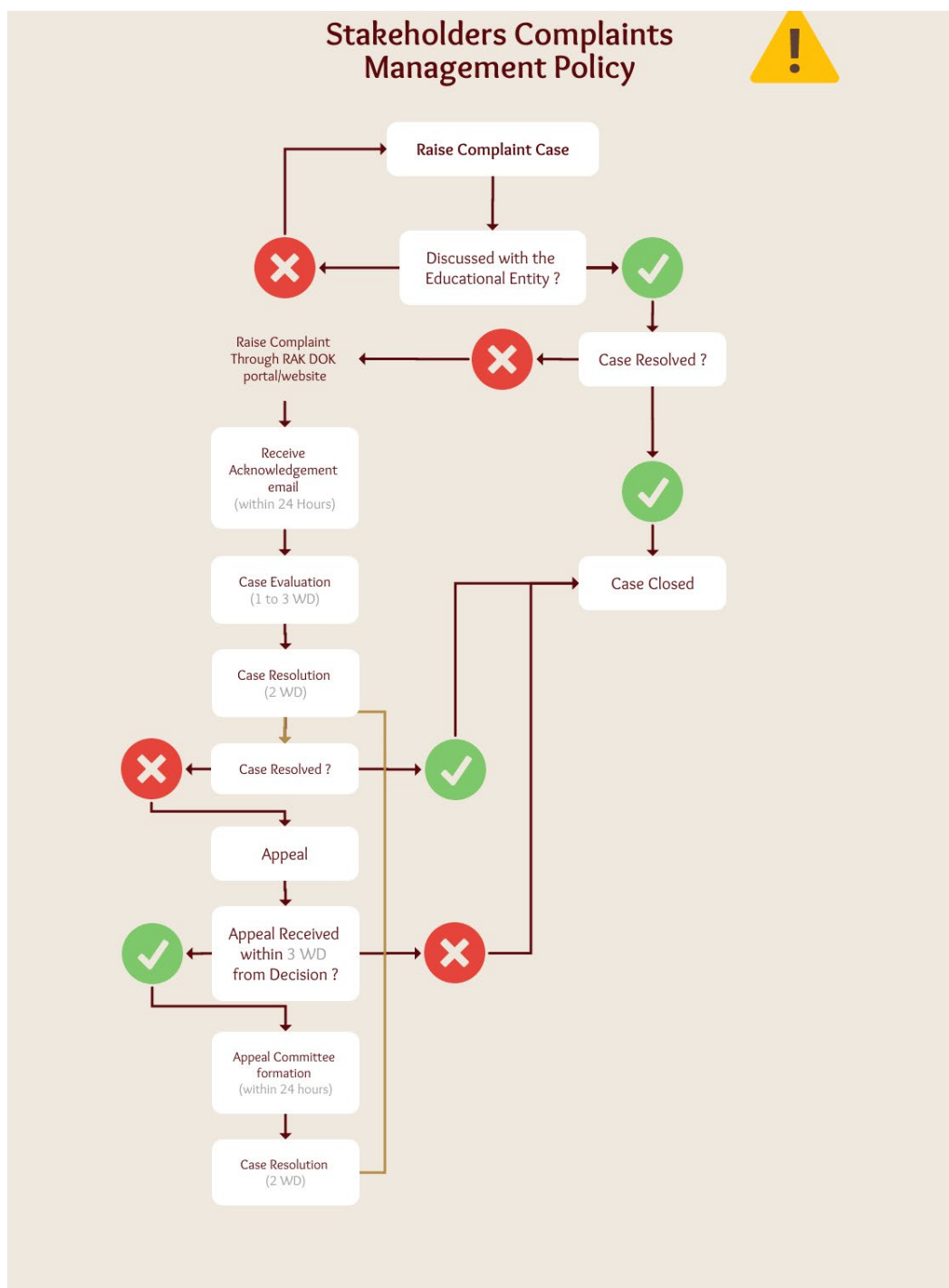
At RAK DOK, we recognise the importance of maintaining the confidentiality of all complaints. Additionally, we guarantee that all complaints will be treated in the strictest confidence at every level of the procedure for educational institutions.

6. Eligibility

6.1. Types of Acceptable Complaint Cases

- Complaints against an educational institution.
- Complaints against RAK DOK services.
- Students' academic and non-academic cases.
- Access to student's documents, data, or information.
- Illegal discrimination.
- Bullying and harassment. (physical, verbal, online)
- Behavioural complaints.
- Other matters involving employees.

7. Procedures



7.1 Submission of a Complaint

- Students, Parents, or staff members in the educational institution can file a complaint by submitting the RAK DOK online form through the official RAK DOK website (<https://dok.rak.ae/>), email (info@dok.rak.ae), in person at DOK offices, or by calling 07-208-900).
- Complaints must include all relevant details, including the complainant's contact information, the educational institution's name, and supporting documents.
- The supporting documents of the complaint, what steps have been taken to address the complaint, and what action the complainant needs to take to resolve the complaint case must be provided in the submitted form to clarify the situation of the complaint.

7.2 Acknowledgement

- RAK DOK Operations & Engagement team will acknowledge the receipt of the complaint case within 24 hours of its submission.
- The acknowledgement email will include a reference number for monitoring and any required follow-up.
- If the matter is unresolved, RAK DOK will refer the complaint to the DOK Appeal Committee to review the process and matter. (see below).

7.3 Complaints Evaluation and Investigation

- The RAK DOK Team will review the submitted complaint case and determine whether it is included in the policy.
- The team will review the educational institution's previous decision on the filled case.
- For academic-related complaint cases, the concerned academic body will be notified.
- For non-academic related complaint cases, the RAK DOK Team will review the case, investigate, and may require additional supporting evidence from related parties where necessary.



- The Investigation team will review the complaint, gather additional evidence, and interview relevant parties (educational institution representatives, complainants, etc.).
- Confidentiality will be maintained throughout the investigation to protect all parties involved.
- For academic-related complaint cases, the RAK DOK Team will notify the concerned authority at the educational institution where the complainant is associated. This step ensures that the educational institution is aware of the complaint and can provide the necessary information.
- RAK DOK Team will notify the complainant if it is advised to seek legal advice during the investigation process.
- Complaints Evaluation may take one (1) to five (5) working days. However, depending on the complexity of the complaint, it may take longer.

7.4 The Resolution Procedure

- The RAK DOK Team shall strive to resolve the complaint within a maximum of five (5) working days following notification of the appropriate educational institution's administration.
- RAK DOK may seek legal advice as needed to resolve the case.
- All record-keeping of complaints shall be archived at RAK DOK for a period of five (5) years, as per UAE law and regulations.

7.5 Appeal

In cases where the complainant expresses dissatisfaction with the proposed resolution, they have the option to file an appeal with the RAK DOK within three (3) working days of receiving the final decision. The Appeal Committee will assess the decision on the complaint. A formal notification of the appeal is required through the RAK DOK portal, website, or official email, along with a detailed explanation of the justifications for the appeal.

- The O&E Team will make a conclusive decision within five (5) working days.



7.5.1 Appeal Committee Formation

RAK DOK will establish an Appeal Committee to evaluate the complaint resolution within 24 hours of receipt of the Appeal request.

All relevant conditions and information submitted by the complainant and the Operations and Engagement team shall be considered by the Appeal Committee.

The appeal committee's decision is final and will be communicated to all parties involved. Once issued, the case will be officially closed and archived in the RAK DOK database.

- Committee purpose: An ad hoc RAK DOK Appeal committee will be formulated to review, investigate, and address complaints.
- Committee team members will change periodically. Selected members must declare any conflicts of interest with the case/person(s) involved (if applicable). In such cases, the committee member must be replaced to ensure an impartial and fair investigation process.
- The number of team members should always be odd (3 or 5 members only).
- An academic member from RAK educational institutions' community and/or RAK DOK Quality & Assessment Division may be included for academic-related complaints. This may be from the same educational institution related to the complaint or another nominated educational institution, per the committee chair's decision.
- Depending on the type of complaint, a legal consultant may be added to the committee for law-related matters, or RAK DOK may consult separately.
- Committee meeting frequency: within two (2) working days from acknowledging the complaint.
- The Appeal Committee will make a conclusive decision within five (5) working days.



- Each case is unique, and the Appeal Committee will work towards a positive resolution. However, when disciplinary action is recommended, this will be at the discretion of the Appeal Committee. The duration of each case decision-making might vary depending on the case.

8. Enforcement

RAK DOK has the right to uphold or revoke all decisions. Its final decisions are binding to the educational institution and the other stakeholders.

9. Confidentiality

RAK DOK is committed to maintaining the confidentiality of all complaint cases. All information related to complaints, investigations, and appeals will be handled with strict confidentiality at every stage of the process.

10. Record Keeping

All records related to grievances, including submission details, investigation reports, and appeal decisions, will be securely archived by RAK DOK for a minimum of five (5) years, as per UAE regulations.

11. Training and Awareness

Training Programs: RAK DOK will provide training and awareness programs to ensure all stakeholders are well-informed about the policy and its monitoring procedures.

12. Feedback and Improvement

Regular Review: RAK DOK will periodically review the *Stakeholders Complaints Management Policy* and its enforcement procedures to ensure effectiveness against the best practices. RAK DOK will notify all stakeholders of any significant changes.

Feedback Mechanisms: Stakeholders are encouraged to provide feedback on this policy and its implementation to help make necessary improvements through the contact information clarified below.

13. Contact Information

For any questions related to this policy, please contact info@dok.rak.ae.

14. Conclusion

This policy reflects RAK DOK's long-standing commitment to addressing concerns promptly and impartially. Implementing an effective Stakeholder Complaints Management Policy is crucial in maintaining a culture of respect and collaboration and providing a platform for the constructive resolution of concerns among all stakeholders.

15. Revision History

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Note:

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