



# مدرسة ستافورد السريلانكية بالدوحة STAFFORD SRI LANKAN SCHOOL DOHA

Affiliated to the Embassy of the Democratic Socialist Republic of Sri Lanka and  
Approved by the Ministry of Education and Higher Education of the State of Qatar

28.09.2024

PN/PO/2024-2025/04

Dear Parent/Guardian,

## SSLSD Complaints Procedure

SSLSD values positive/negative feedback from parents and students and therefore have put in place an efficient complaints procedure to record all complaints, take necessary action and communicate the status to the complainant.

### **Modes of receiving complaints**

1. Via phone call :(44694869, 44503417)
2. Email :([feedback@sqsqatar.info](mailto:feedback@sqsqatar.info), [principaloffice@sqsqatar.info](mailto:principaloffice@sqsqatar.info), [viceprincipal@sqsqatar.info](mailto:viceprincipal@sqsqatar.info), [vp\\_academic@sslsd.education](mailto:vp_academic@sslsd.education))
3. Student Record Book
4. Meeting principal/vice principals/Sectional Heads (on appointment)
5. Complain Boxes (03)

### **Recording of the Complaints**

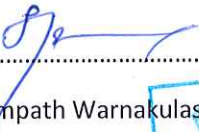
All complaints received via phone are recorded in a register at the reception desk. Those are then directed to the principal's office. Complaints received via email, or meeting with Principal, Vice Principals (Admin & Academic) and Sectional Heads are recorded in registers maintained in the principal's office. Class Teachers direct the complains received through the SRBs to the Principal's office. Complain boxes (Locations; Gate 01, Gate 02 and Gate KG) are opened by the Chairman/Vice Chairman of the Board of directors.

### **Taking Action and Communication of Status**

Principal, vice principal or Sectional Heads will attend to the complaint and take necessary action and the final status is communicated back to the parent within a week via a phone call, email or WhatsApp message or physical meeting based on the complaint.

### **Confidentiality of Complaints**

While school will record all details of the complainant for identification of the authenticity of the complaint, a high degree of confidentiality and professionalism will be maintained at all times.

  
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Sampath Warnakulasuriya  
Acting Principal (Admin)

