



# Inquiry, Concern and Complaint Policy

This policy applies to World Green Hub community and all entities affiliated with World Green Hub Ltd., including Aile School

2024-2025

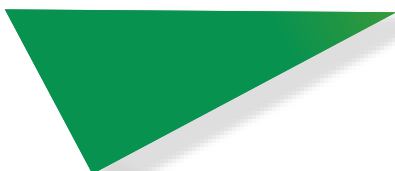
Date of next formal review, Sept 2025

## **Approved by**

Mr. Ahmed Kazzaz, Founder and Director of World Green Hub Ltd.

Dr. Farah Dheyab, Person of Significant Control and Aile School's Founder

Mr. Mohammed Al-Hashimi, Aile School Chairperson of The Governing Body



World Green Hub Ltd.  
Adaptive Learning

## World Green Hub Philosophy

### Unleashing Potential in a Sustainable World...

World Green Hub Ltd. is a learning provider organization deeply integrated with green hubs worldwide, World Green Hub educational philosophy is driven by a commitment to develop responsible, informed, and active Earth stewards, who will lead with empathy, innovate with purpose, and navigate the complexities of life with an unwavering ethical compass. In doing so, World Green Hub serves as a beacon of progressive education for a sustainable and inclusive world.

**Vision:** A future where education transcends boundaries and transforms lives, driven by the innovative hybrid approach that challenges conventional paradigms, fostering a global community of empowered and socially and environmentally conscious individuals.

**Mission:** World Green Hub has the mission to forge an educational environment that not only responds to the unique needs of the present and future generations but also empowers students to flourish in a world marked by continual change and innovation.

**Belief:** World Green Hub centers around the creator and sustainer of the universe. This fundamental belief sets World Green Hub goals and guides its actions, fostering responsibility towards the environment and humanity. It inspires World Green Hub to uphold values of compassion, empathy, and integrity in all aspects of education and community life.

**Aim:** World Green Hub aims to deliver an extraordinary and enriching educational experience by leveraging technology and artificial intelligence to emulate the education of the future. World Green Hub's vision centers on adaptive learning, empowering students to excel, innovate, and contribute to a more sustainable world.

At World Green Hub, we are dedicated to providing a high-quality learning environment for our students. While we strive for excellence in all aspects, we recognize the importance of having a transparent and effective procedure for addressing concerns or complaints. This Policy outlines our commitment to transparency, responsiveness, fairness, confidentiality, and continuous improvement. The aim is to deal with concerns and to resolve the complaints as quickly, and as satisfactorily, as possible.

World Green Hub work to ensure to promptly and effectively response to all inquiries and concerns, which encompass expressions of lack of information, misunderstanding, worry or doubt over important issues. Acknowledging that concerns may evolve into complaints, leading to dissatisfaction about actions taken or a lack thereof, in our community of world green hub we strive to resolve all concerns without resorting to formal complaint procedures whenever possible.

We have created a network of communication channels that cater to various aspects of interaction to ensure that each type of inquiry, concern or complaint is directed to the appropriate team for efficient resolution. Individuals are urged to direct their inquiry, concern or complaint promptly to the appropriate source of resolution based on the specific issue. These named channels help streamline communication:

#### **Admission Team:**

**Contact at: [school@worldgreenhub.com](mailto:school@worldgreenhub.com)**

*Responsibilities:* Reviewing and processing applications, acting as the primary contact for inquiries, coordinating registration and enrolment procedures, and planning orientation programs for new students, scheduling and adjusting time tables, and track students' day to day attendance and engagement. Also responsible for registering and enrolling students for additional support programs, afterschool activities and green hubs.

#### **IT Team:**

**Contact at: [it@worldgreenhub.com](mailto:it@worldgreenhub.com)**

*Responsibilities:* Oversees the World Green Hub's information technology infrastructure, including hardware, software, and network systems. Manages technology resources to support online learning and virtual community connecting , troubleshoots technical issues, and ensure that our virtual platforms are safe, secure, accessible and user-friendly, providing technical support to address any issues. Further, the team is responsible for safeguarding school's digital territories and data, ensuring the school digital infrastructure consist with e-safety and cybersecurity standards, making sure the school environment is secure and the e-safety policy of our school is sustained.

**Financial Management Team:**

**Contact at: [accounts@worldgreenhub.com](mailto:accounts@worldgreenhub.com)**

*Responsibilities:* Maintain transparent financial practices and providing clear communication to parents regarding tuition, fees, and other financial matters. This includes issuing accurate receipts, addressing parent inquiries, and assisting with payment plans or financial aid programs. Ensures compliance with financial regulations, collaborates with Senior Management Team to make informed financial decisions.

**Welfare Team:**

**Contact at: [support@worldgreenhub.com](mailto:support@worldgreenhub.com)**

*Responsibilities:* Monitors on the well-being and safety of students and staff. Develops and implements policies and procedures related to safeguarding, student behaviour issues, mental health support, e-safety, and well-being initiatives. Also, collaborates with school and parents to enhance student social engagement to create a positive welcoming online learning environment.

**Parents Association:**

**Contact at: [parents@worldgreenhub.com](mailto:parents@worldgreenhub.com)**

*Responsibilities:* Facilitates communication between the school and parents. Encourage and facilitate parental involvement in the education process, providing opportunities for parents to participate in school activities, meetings, and decision-making. Suggests and organizes events that align with school's goals, mission, values and curricula. Acts as a liaison between parents and the school administration. Participate in reviewing school policies and addresses parental concerns.

**Hubs Network Coordination Team:**

**Contact at: [hubs@worldgreenhub.com](mailto:hubs@worldgreenhub.com)**

*Responsibilities:* Foster a culture of sustainability and social consciousness within the school community. Collaborate with teachers, coaches, and parents to plan and implement initiatives and activities that engage students in eco-friendly and humanitarian practices. Coordinates green hubs network, and establish effective communication channels with local governments and businesses.

**School Senior Leadership Team:**

**Contact at: [administration@worldgreenhub.com](mailto:administration@worldgreenhub.com)**

*Responsibilities:* The team is composed of key leaders, collectively, they establish the school's strategic direction, curricula, policies, and goals. This team works collaboratively with subject and curriculum coordination teams to ensure a cohesive and effective overall academic structure. Their duties include monitoring the school's academic performance, tracking curriculum progress, and overseeing the school's documentation system. Additionally, the team coordinates communication between teachers, parents, and students while managing the school's complaint system. They monitor students' engagement and progress on cyclic and periodic bases. The team coordinates with exam boards and advice students on seeking their IGSCCE, A, SAT, AP, IB Diploma.

**World Green Hub Senior Management Team**

**Contact at: [contact@worldgreenhub.com](mailto:contact@worldgreenhub.com)**

*Responsibilities:* This Team collaborates closely with World green Hub's Board of Directors. They lead the way for the long term vision for where World Green Hub community is going. Setting goals that our community will be wanting to work towards, and be motivated and request to do. They establish organization policies and are responsible for overseeing the executive teams and affiliated entities, they make sure the organization philosophy serves the community of World Green Hub, they are responsible for strategic goals and objectives of the organization and ensuring that the necessary resources are in place to achieve them.

**These descriptions provide a broad overview of the key responsibilities associated with each executive team at World Green Hub. The specifics may vary based on the organization's adaptation for effective collaboration and performance.**

**Procedure for addressing safety concerns or complaints regarding executive teams or affiliated entities are discussed in [Safeguarding and Child Protection Policy](#).**

**Serious concerns like shifting from World Green Hub's policies or values should be delivered directly to the [Senior Management Team](#).**

**Complaints concerning Green Hubs should be delivered to the [Coordination Team of hubs' network](#). However, it is advisable to submit an inquiry or concern about a particular hub to the coordinator appointed by the Green Hub on the network platform.**

**The Following is a framework designed for Aile School to handle Inquiry, Concern and Complaint sufficiently:**

**Phase 1 – First Resolution:**

- Most concerns are resolved quickly and informally. Parents with an inquiry or concern should initially contact the appropriate management team for efficient response.
- The assigned member by the management team, will investigate to address all the points at issue and work out an effective and prompt response to provide a fast resolution at this level.
- If the concern persists, the assigned member will team up with child's Head of year, home group teacher and any other school members that may be concerned with the issue, to investigate further and make every effort to find a convenient resolution, with contributions of parents' collaboration.
- Stage 1 concerns will be addressed within 3 working days, with written records kept for concerns, regardless of the outcome.
- If not resolved informally, parents can proceed to Stage 2.

**Phase 2 – Formal Resolution:**

- Parents dissatisfied after phase 1 can put their concern into a complaint format in writing to head of school who is member of school senior leadership management team, response expected within 5 working days.
- Further investigations may be necessary, with written records maintained. The head of school may decide to form investigating team that may request to speak with the complainant to collect more information. The cooperation of the complainant is requested and appreciated to ensure the timely resolution of the complaint.
- Final determination on the complaint will be made by the head of school. Usually, the response will set out the actions that have been taken in relation to the issues identified.
- A decision will be made within 9 working days from receiving the complaint, with parents informed in writing. Extensions will be communicated as needed.
- Resolution is expected at this stage; however, Stage 3 is available if needed.

### Phase 3 – Panel Hearing:

- If unsatisfied after phase 2, parents can request a Complaints Panel, submitting a form within 12 working days.
- The school will establish a panel consisting of school senior leadership team and child's teachers, and any other school members that may be concerned with the issue.
- The Complaints Panel conducts a thorough review of the complaint, considering all relevant information and possibly holding hearings or meetings with involved parties to gather additional insights.
- A hearing will be scheduled within 7 working days, ensuring independence and transparency.
- Parents may be accompanied, and a written record of proceedings will be maintained.
- The Panel's decision will be communicated within 7 working days, marking the conclusion of the procedure. The decision of the Complaints Panel is final.

In exceptional cases, where all stages have been followed and the complainant remains dissatisfied, the school reserves the right to inform them in writing that the procedure has been exhausted.

All complaints reaching Stages 2 or 3 are recorded in the School Complaint Register, ensuring transparency and accountability. Confidentiality is maintained, with access permitted in accordance with host country laws.

*Aile School is committed to continuous improvement, yearly reviewing and updating **Inquiry, Concern and Complaint Framework** to align with best practices and legislative changes. For any questions or further clarification regarding this framework, please contact Senior Leadership Team at [administration@worldgreenhub.com](mailto:administration@worldgreenhub.com)*

### **World Green Hub Final Statement**

*This policy is a robust framework that aligns with World Green Hub commitment to its mission, values, and goals. World green Hub will ensure clarity in its application and provide the necessary resources for its implementation.*

*For the successful realization of this policy, World green Hub depend on the cooperation and support of all staff and stakeholders. Compliance with this policy will be encouraged, and World green Hub will maintain an open dialogue to address any concerns or suggestions for improvements.*

*This policy will be reviewed annually to ensure having a transparent and effective procedure for addressing concerns or complain process and serve an educational environment where all students can thrive to achieve their fullest potential. Any amendments will be communicated promptly to all parties.*

*For any questions or further clarification regarding this policy process, please contact Senior Management Team at [contact@worldgreenhub.com](mailto:contact@worldgreenhub.com), or call +447477205461.*

***This policy has been reviewed by The Senior Management Team and School's Founder and will take effect as of 7/2/2024.***