

Parent – School Contract

Indian School Ras al Khaimah

Academic Year 2025-26

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1. Introduction

A positive and constructive relationship between the school and families is key to ensuring student well-being, which is at the core of a practical educational experience. Both schools and families benefit when these constructive relationships are based on clearly agreed-upon terms and the outlined conditions in a contract.

In addition to this contract, schools should have adequate procedures to address and mitigate parental concerns and complaints. At the same time, parents should be recognised and used as valuable resources and partners in their children's educational experience.

To ensure that all parties in this relationship understand their duties and responsibilities, all families must read this document carefully and sign it only after the school has addressed all queries.

The terms and conditions outlined in this contract are a reference for any potential dispute resolution. RAK DOK will uphold the agreement specified in this contract when a party refers to a matter to RAK DOK for deliberation and any future recommendation.

2. Glossary of Terms

Term	Definition
Authority or RAK DOK	Ras Al Khaimah Department of Knowledge
MoE	Ministry of Education
Child	The child or children (at any age) admitted by the school to be educated and whose name appears in this document.
Contract	This document sets out the responsibilities of both the school and the parent.
Educational model	The form of teaching and learning a school delivers or facilitates. In this context, 'educational model' refers to face-to-face or online, blended, or distance learning.
Educational services	The services a school provides to support the students' learning and development.
Face-to-face learning or onsite learning	Teaching and learning occur when students and teachers are together in a physical school building.
Additional Learning Needs	Individual requirements for additional support, modifications, or accommodation within a school setting on a permanent or temporary basis in response to a specific context. This applies to any support required for Students of Determination, those

	with special educational needs and/or additional barriers to learning, access, or interaction in that specific context (e.g., dyslexia, hearing or visually impaired, or gifted and/or talented).
Individualised Education Plan (I.E.P.)	An individualised plan or programme designed for children with SEN/SEND to describe the provision and adaptations they need to access their learning and set personalised targets.
Parent	Refers to one or both people legally responsible for a child, including biological parents or legal guardians. This also includes anyone entrusted with the child's care by law or appointed as a guardian by court order, as defined by the <i>Federal Decree Law No. 3 of 2016 Concerning Child Rights</i> .
Policies	The principles, guidelines and/or rules adopted by a school and shared with all stakeholders to achieve specific objectives. These objectives could be related to any issue about the school's operation, such as academics, health and safety, or students' behaviour.
School	The educational institution that provides education for students.
School tuition fees	Any financial amounts owed to the school for a student's enrolment, education and related activities.



	These fees are communicated and are stipulated in this contract.
Student(s)	All those children admitted and registered at the school must be educated at any grade level.
Third-party	The provider, other than the school, of a specific service for the students via the school.
Students of Determination	Students with long-term physical, mental, intellectual, or sensory impairment that, in interaction with various barriers, hinder their full and effective participation in education on an equal basis with peers of the same age.

3. Admissions

The Indian is pleased to offer enrolment in our school for the academic year 2025-26

Registration and Admission Fees

New students' admission

- Schools may register new students any time during the academic year, provided they meet the requirements, obtain approval from RAK DOK, and adhere to the designated registration periods.
- New schools must have RAK DOK pre-approval before registering students.
- Schools shall develop and implement an Admissions Policy per the *RAK DOK policies and regulations*.
- The registration deposit for new students **should not exceed 5% of the annual tuition fees**.
- The registration deposit is deductible from the first term's tuition fees.
- If new students enrol during the academic year, the school can charge tuition fees starting from the month of enrolment. (For example, if a student enrolls in a new school in the 3rd week of October, the school can charge tuition fees from the beginning of October).
- Schools cannot request registration deposit payment until they have been formally offered enrolment.
- Application fee: Before receiving a formal offer of enrolment, schools may charge an application fee of a maximum of AED 500.
 - Application fee is optional fee for schools who conduct entry assessments for new students.
 - Refundable if the school **does not offer** the student a place.
 - Non-refundable if the school **does offer** the student a place and the student chooses not to accept it.
 - Not deductible from the total tuition fees to be paid if the student is offered and accepts a place.

Currently enrolled students

- The re-registration deposit should not exceed 5% of the annual tuition fees or AED 500 (whichever is higher).
- The re-registration deposit is deductible from the first term's fees.
- The school cannot request additional fees or deposits other than the re-registration mentioned above.
- Schools that begin the academic year in September can only collect re-registration deposits after the end of the Spring break.
- Schools that begin the academic year in April can only collect re-registration deposits after the end of the Winter break.
- Schools that begin the academic year in January can only collect re-registration deposits after the end of Summer Break.

Additional Learning Needs

To ensure productive learning experience for all students, including students of determination, the **school and the families must always work in partnership**. This collaboration is defined by certain expectations from both parties to set the conditions for a successful student identification and support mechanism.

Parents are expected to:

- Provide the school copies **of all medical, psychological or educational assessments** or reports before entry (where applicable). These documents greatly support the school in assessing your child better and planning to meet their educational needs. Failure to disclose such information, including deliberately withholding, may result in your child not progressing/enrolling/re-enrolling in the school.
- Notify the Principal in writing if you are aware of **or suspect your child has or might have a learning difficulty**. This helps the school assess the level of support required. Parents will be asked to withdraw their child, subject to RAK DOK approval, if, in the professional judgment of

the principal and the child's teachers, and after consultation with the parents and with the student (where appropriate), the school suspects that such vital information about students with additional learning needs has been deliberately withheld

4. Guidelines for student transfers between schools

To be admitted to a private school in Ras Al Khaimah, a student must meet the minimum age requirements specified in Table 1 (below). This is a legal requirement for student enrolment in private schools in Ras Al Khaimah.

- For schools that start the academic year in **September**, the age requirement in the table refers to the student's age as of **August 31**.
- For schools that started the academic year in **April**, the age requirement in the table refers to the student's age as of **March 31**.

Table 1: Age/grade requirements for enrolling students in a RAK private school according to Ministerial Decree no. 24 for the year 2021:

Schools / Year	Minimum age (for entry)	Maximum age (as a cut-off for this grade)
K.G. 1	4	5
K.G. 2	5	6
Grade 1	6	8
Grade 2	Based on the transfer certificate	9
Grade 3		10
Grade 4		11
Grade 5		12
Grade 6		13
Grade 7		14
Grade 8		15
Grade 9		16
Grade 10		17
Grade 11		18
Grade 12		19

5. Fees (including tuition, uniform, books, and transportation)

Payment of tuition and other fees is critical for school operations and sustainability. All schools, has financial commitments to pay salaries, maintain the physical environment, provide learning resources, and enhance student learning through various programs and external benchmark assessments.

RAK DOK must approve all fees. Schools must communicate the approved fees to all stakeholders through their official channels.

- a. The party responsible for the payment of fees must be clearly identified.
- b. The school confirms that parents will not require additional mandatory fees during the academic year 2025-26 except for fees indicated in this contract.
- c. Parents must commit to paying the school fees for the academic year 2025-26
- d. The Tuition fee structure for the academic year 2025-26 is represented in Table 2 (below). Parents are required to pay these fees in full before the end of the academic year.
- e. Schools may charge a separate fee for Board exams however, schools not to charge additional fees for benchmark assessments.
- f. The school may charge additional fees for learning support services for registered students of determination. Schools refer to RAK DOK policies for further information.
- g. Parents have the right to request from the school RAK DOK written approval for any additional mandatory fees.

Table 2: 2025-26 School's mandatory fees for Academic Year 2025-26

Mandatory Item	Fee (AED) per year	Due Date
Tuition Fees (KG1 and KG 2)	3000	Monthly fees must be paid before the 10th of each month
Tuition Fees (G1 and G2)	3250	Monthly fees must be paid before the 10th of each month
Tuition Fees (G3 and G4)	3350	Monthly fees must be paid before the 10th of each month
Tuition Fees (G5 and G6)	3600	Monthly fees must be paid before the 10th of each month
Tuition Fees (G7 and G8)	3850	Monthly fees must be paid before the 10th of each month
Tuition Fees (G9 and G10)	4200	Monthly fees must be paid before the 10th of each month
Tuition Fees (G11 Science)	5000	Monthly fees must be paid before the 10th of each month
Tuition Fees (G 11 Commerce)	4500	Monthly fees must be paid before the 10th of each month
Tuition Fees (G 12 Science)	5500	Monthly fees must be paid before the 10th of each month
Tuition Fees (G 12 Commerce)	5000	Monthly fees must be paid before the 10th of each month

5.1 Registration Fees Payment and Refunds

- **Application fees:** Schools may charge up to AED 500 to process the application of new students. This fee includes standard assessment fees and is **not deductible** from the tuition fees. The fees may be refundable if the schools refuse to enroll the child.
 - **Registration fees:** Schools may ask parents to pay a deposit to confirm new enrolment. This deposit is payable after the student has been offered a place and parents have accepted the offer. The registration deposit cannot be more than 5% of the total tuition fees and **is deductible from the total tuition fees** for the academic year.
 - **Re-registration fees:** Schools **may ask parents** to pay a re-registration deposit to guarantee a place for their children for the following academic year. This deposit cannot exceed 5% of the

total tuition fees, or AED 500 (whichever is higher), and is deductible from the total tuition fees for the academic year.

5.2 Non-Payment Regulations

- The school may offer payment facilities, payment plans, or scholarships to some students subject to the school's approval process.
- The school must ensure clear communication with parents regarding the payment collection process.
- The school must notify both parents/guardians in case of a missed payment.
- The school may withhold student certificates and reports until all outstanding fees are paid in full.
- **The school can withhold re-enrolment for the next academic year until all outstanding payments are collected at the beginning of the next academic year, provided parents are provided three warnings by the end of the current academic year.**
- The school may temporarily suspend the student from school for three (3) days per term for incomplete payment. However, this can only occur after the school has issued three warnings to parents and is subject to RAK DOK approval.
- The school **cannot prevent students from sitting for any end-of-term or end-of-year examinations** or any examinations assigned during the term due to non-payment of school fees.
- The school must be discrete when handling all non-payment issues to protect students from unnecessary attention and embarrassment.

5.3 Refund Policy

Refunds may be considered by the school in extenuating circumstances, such as evidence of family/student relocating to another country or Emirate. Such cases may be submitted to RAK DOK for review.

If a refund is granted, the school fees will be calculated as follows:

- Tuition fees paid before the beginning of the academic year are refundable, with only the registration/ re-registration fees deducted.
- One month's fees will be deducted if the student is enrolled for two weeks or less.
- If the student was enrolled in the school for a period between two weeks and one month, two months' fees will be deducted.
- The full-term fees will be deducted if the student has enrolled for over a month.
- The refund policy is applicable per term based on the withdrawal request date.
- Refunds will be calculated by month; the monthly value will be the total tuition fees divided into 10 months.
- Book fees are refundable if the student withdraws before the beginning of the academic year.
- The same conditions for a refund of the tuition fees will apply to transportation fees.
- Any provisions in any other policies or approvals that contradict this policy will be repealed.

5.4 Discounts policy

- The school may offer discounts, payment plans, or scholarships to students, subject to the school's internal approval processes and policies.

Note: If a sibling discount is provided without a specified duration or

conditions, parents must be given at least one academic year's notice before the discount is changed or cancelled.

5.5 Payment conditions

- Schools cannot request additional payments beyond the registration or re-registration deposits required to secure a student's enrolment or re-enrolment.
- Tuition fees can be paid as a lump sum for the whole academic year, or in three (3) installments, due at the beginning of each term. The first term's payment should not exceed 40% of the annual tuition fees, the second term's payment should not exceed 30%, and the third term's payment should not exceed 30% of the annual tuition fees.
- Alternatively, schools can collect annual tuition fees in ten (10) equal monthly instalments, calculated by dividing the total tuition fees by ten (10).
- Schools may only request a registration deposit once a student has been offered a place in the school.

6. Curriculum and Educational Programmes

- **Mandatory Subjects:** All Muslim students are required to study Islamic Education from Grades 1 to 12.
- All students registered with an Arab passport must study Arabic as a first language (Arabic A) from Grades 1 to 12.
- Students with a non-Arab passport must study Arabic as an additional language (Arabic B) from Grades 1 to 9.
- Social and Moral Education studies are mandatory from Grades 1 to 9.
- All mandatory subjects are subject to modifications by the UAE Ministry of Education. Any changes or updates will be communicated to all private schools.

7. Assessments requirements

The assessment plan and policy for Indian School focus on teacher-led assessment of students' progress and attainment. The external benchmark assessments, highlighted in the table below, form an essential measurement of student performance and are used as one of the many indicators to assess the school's overall quality. These assessments contribute to measuring your child's progress and the overall school's quality evaluation.

Table 3: Summary of RAK DOK's AY25/26 Mandatory External Benchmark Assessments that align with the UAE Ministry of Education's requirements:

Table A: International Assessments and External Benchmark Assessments

International Assessments and External Benchmark Assessments	Targeted grades	Which students participate?
International assessments: ▪ Programme for International Student Assessment (PISA) ▪ Trends in International Mathematics and Science Study (TIMSS) ▪ Progress in International Reading Literacy Study (PIRLS)	▪ 15-year-olds ▪ Grades 4 and 8 ▪ Grade 4	Sample of students (as informed by MoE)
External Benchmark Assessments in Arabic, Mathematics, Science, and English (Refer to Table B, as recommended for each curriculum)	All grades from 3 to 9	All students
C.A.T. 4 (or any equivalent)	Grades 3, 5, 7 & 9	All students

Table B: Required External Benchmark Assessments per school curriculum

Curriculum	External Benchmark Assessment (online versions only) * Any equivalent test with an approved provider	Subjects	All students in Targeted Grades
Indian	▪ EI – ASSET ▪ ACER – IBT ▪ ACER – I.B.T. or A.B.T. or other appropriate external benchmark assessment	English, Mathematics, Science Arabic	Grades 3 to 9

Please note: During the Academic year (2025/2026), your school will be required to conduct an external benchmark assessment for the Arabic language for all students in Grades 3 to 9. RAK DOK has identified a range of pre-approved providers to conduct these assessments.

A wide variety of both formative and summative internal assessments will be used to measure student outcomes. Regularly using authentic, high-quality formative assessments is expected to increase student achievement.



8. UAE certificate equivalency requirements

For the UAE certificate equivalency requirements, please visit the UAE Ministry of Education website (<https://www.moe.gov.ae>)

9. Extracurricular activities

Extracurricular activities can enhance and support student learning and engagement. Students can engage in activities promoting innovation, creativity, and social contribution, providing a well-rounded education. These activities encourage students to engage in community service learning, allowing them to positively impact and contribute to their community. A strong emphasis is placed on sustainable development activities that enhance well-being, such as promoting physical activity for a healthy lifestyle and fostering community engagement.

The school may offer a diverse range of social, cultural, intellectual, emotional, and physical extracurricular activities across most grade levels. These activities are designed to extend students' learning and interests and are planned by developmental area (e.g., social, emotional, intellectual, cultural, or physical) to ensure a balanced program. Students can sign up for clubs and activities that interest them after reviewing the extracurricular activity booklet provided to parents and students before the selection period. Most activities are scheduled once a week, but the school may decide to offer additional days. The extracurricular offerings may vary yearly based on student interest, teacher availability, and expertise.

All extracurricular activities supervised by Indian school faculty and conducted using Indian school facilities are already included in the tuition fees. However, parents may be required to pay additional fees if an activity requires the school to hire an external provider or if the activity occurs in an external facility (outside the school premises). Parents will be informed of any additional costs in advance through the extracurricular activity booklet released before activity selection. Parents



must complete registration forms each term to permit their child to participate in these activities.

Schools must obtain RAK DOK approval for any additional fees before requesting them from Parents.

Please refer to the school's "extracurricular activities" policy for details.

10. Communication

Effective communication fosters a strong partnership between the school and parents, enhancing the student's learning experience. Communication with parents should be conducted through various channels, including the school's website, pamphlets, the school parents' communication platform, and newsletters. All communications from the school must be provided in the school's language of instruction, and an additional language should be included that best serves the needs of the school community.

The responsibilities of the school include:

- Communicating all school policies, any changes, and important announcements to parents promptly.
- Using all contact details provided by parents to communicate key messages.
- Keeping parents informed by updating the school's information on policies, expectations, programs, staff, and any other necessary details.
- Informing parents of their child's progress through regular assessment reports (at least 3) and parent/teacher meetings. The school commits to fairness, objectivity, transparency, and credibility in the assessment reports shared.
- Offering parents the opportunity to see and review their child's work and assessments.



The responsibilities of the parents include:

- Providing the school with accurate and updated contact details, including home and mobile numbers, email addresses, and home addresses, and updating the school about any changes in the contact information.
- Regularly check the school-established communication channels for any updates and important information.
- Approach school staff respectfully when making inquiries about their child's progress.
- Attend all scheduled meetings, conferences, and reviews regarding their child's progress and performance. Active participation and involvement in these meetings are crucial and may impact their child's re-enrolment prospects for the following year.
- Ensuring your child(ren) maintains high attendance and punctuality to support their academic progress.
- Ensuring your children adhere to the school code of conduct and behaviour policy.

11. Attendance and punctuality

Regular attendance is important to ensure all students have the best opportunity to learn and achieve their potential. Similarly, regular lateness to school can negatively impact student achievement and disrupt the learning experiences of other students. Therefore, parents, students, and the school must collaborate to promote and maintain high attendance rates.

The responsibilities of the school include:

- Sharing and implementing a clear school policy on attendance and punctuality, emphasising that attendance is mandatory for all students on all school days.



- Clearly define the school's expectations regarding punctuality throughout the school day, including the definition of a school day, the start of the registration process, and distinctions between excused and unexcused absences.
- Proactively communicate with parents if there is a pattern of non-attendance or lateness to encourage improvement.
- **Notify the Child Protection Unit** if a student is absent for more than three (3) consecutive days without a valid excuse or response from parents/guardians.
- Schools must promptly report chronic absenteeism (10 consecutive or 15 non-consecutive days of unexcused absences) to RAK DOK in the first instance.
- To share the *Ministry of Education (MoE) Students Behavior Policy* with all parents for their acknowledgement and signature.

The responsibilities of the parents include:

- Review, agree to, and support the school's policy on attendance and punctuality.
- Encourage and support their child's regular attendance and punctuality, adhering to the school's set start and end times.
- Understand and comply with the school's policy that continued tardiness and absenteeism may lead to disciplinary actions and affect their child's re-enrolment for the following academic year.
- Sign the *MoE's Student Behavior Policy* provided by the school.

RAK DOK endorses these decisions, and the Authority will uphold the consequences of continued tardiness and absenteeism.

12. Attitudes and Behaviour

Schools aim to provide all students with a safe and supportive environment, enabling them to reach their full academic and personal potential. To achieve this goal, students and parents are responsible for adhering to the *school's*



behaviour policy attached to this contract. This contract outlines the expected conduct during school hours, extracurricular activities, on school buses, school trips, and student participation in social media forums.

- Ensuring the student understands the school's expectations and potential consequences of breaching the behaviour code.

The school maintains a zero-tolerance policy for bullying in all its forms, including emotional, physical, psychological, and cyberbullying. Proven instances of intentional bullying may result in immediate suspension of the aggressor from the school according to the regulations followed in the MOE Student Behaviour Policy. Such cases will be referred to RAK DOK for ratification.

Further, the school **will not tolerate** any form of defamation or intentional harm practised through social media forums. The school must set a clear policy for parents and students about using and participating in social media outlets and forums. This policy must include, but not be limited to, the following:

- Parents and students in all grade levels using any social media forum must always demonstrate respect for the school community members (including all students and staff).
- Parents and students must not breach confidentiality, defame, or make threats to any person in the school community.
- Instances of proven and intentional breach of the above will result in sanctions that may include suspension from the school.

Disciplinary Actions:

- **The school has the right to issue warning letters to students for any behavioural issues. Where necessary, the school may require the student to sign an undertaking letter to ensure similar unacceptable behaviours will not happen again.
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- ** After obtaining RAK DOK approval, the school reserves the right to suspend a student for up to three days in case of any serious behavioural issue.
- ** The school reserves the right to not re-enrol students for the next academic year in cases of repeated behavioural issues. **This decision will be documented where all warning letters are dated and with the necessary supporting evidence. Such refusal to re-enrol students will require prior RAK DOK approval.**

13. Health and Safety

The school and parents are responsible for providing students with a safe and healthy environment. In this context, the school will issue and enforce various health and safety guidelines that parents must follow to ensure their children are fully compliant.

The responsibilities of the school include:

- Providing students with appropriate medical care as per the regulations.
- Providing students with medical conditions and the care and attention they deserve while always treating cases with confidentiality.
- Promoting and reinforcing awareness about healthy lifestyle habits, including choice of food and regular exercise.

The responsibilities of the parents include:

- Sharing all relevant information about their child's medical condition and history with the school.
- Ensuring that meals and snacks provided to students adhere to the school's policies and guidelines.

Supporting the school's decision to confiscate food and drink items that do not fit the expectations set by the school



14. Transportation

The school is responsible for ensuring student safety on school buses, whether managed by the school or outsourced to a third party. The school will implement rigorous safety procedures outlined in a school policy and ensure the full implementation of the policies and guidelines outlined by the relevant authorities.

The following are expectations set by the school for parents:

A. Private vehicles:

- To ensure student safety, parents driving to school will receive a route map detailing entry and exit points.
- Parents must follow the designated entry and exit routes the school sets.
- School personnel/staff who manage student arrival and dismissal must follow all instructions.

B. Buses:

- School buses, whether managed by the school or outsourced to a third party, are considered part of the school premises when used by students.
- Students and parents must comply with all safety rules and behaviour expectations set by the school and enforced by personnel.

***Failure to comply with transportation rules may result in disciplinary action and affect a student's eligibility for transportation services in the following academic year.**



15. Distance and Blended Learning Mode

During the academic year, there may be times, such as inclement weather, when the school may shift from face-to-face to online learning. This decision is made by the school principal in consultation with RAK DOK and other relevant Government entity directives. Health and safety of students and staff are the primary considerations when determining whether to switch from face-to-face to online learning.

If the school switches to online learning, even for a short period (e.g. one day), learning is expected to continue uninterrupted for all students. The school will monitor student attendance, class participation, and learning activities during distance and blended learning days.

School responsibilities during distance and blended learning

- Providing updated information to parents and the school community about school policies, rules, expectations, possible changes, programmes, and any other necessary information from the school.
- Communicating the school's timetable and routine, including mode of teaching and learning (e.g. live sessions, recorded sessions, self-learning).
- Sharing the school's main staff contact points with parents, including the best ways to contact them.
- Responding to parents' calls and requests promptly
- Informing parents and students of the exams and assessment platforms, including the expectations and responsibilities of all parties.
- Ensuring a flexible timetable that accommodates working parents' needs to support their children when possible.
- Communicating the availability of extracurricular activities and the mode of delivery, if applicable
- Raising awareness and setting clear expectations of safe online



behaviour for both parents and students

- Ensuring the safety and security of I.T. systems and programmes used to deliver distance learning
- Supporting students' wellbeing and raising awareness about protecting their mental, physical, and emotional health
- Regularly updating parents on their child's progress
- Informing parents about their child's attendance and behaviour when applicable.
- Ensure that the resources required for home activities are accessible and not onerous to parents.
- Inform parents about how different events will be held.
- Communicate with parents about the delivery of intervention plans for students with additional learning needs or for students of determination.

Parent's Responsibilities during distance and blended learning

- Ensuring your child attends classes, activities, assessments and exams on time.
 - Keeping up-to-date with news or announcements from the school and responding in a timely manner when required.
 - Being courteous when communicating with staff and students.
 - Adhering to the school's requirements for completing tasks and homework within the time specified by the school.
 - Complying with the school's policy on assessment and examinations.
 - If needed, support your child's physical, emotional and mental wellbeing in collaboration with the school.
 - Formally inform the school if your child faces any challenges.
 - Ensure students have the devices and resources needed to access distance learning.
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- Complying with school policy on parent and student behaviour.
 - Keeping your child/children at home if they are generally unwell.



Terms & Conditions:

- If your child has a chronic illness that prevents them from attending school in person, the school must provide a distance learning option according to the conditions specified by RAK Department of Knowledge. The school will decide the most suitable learning approach for the child such as online, submission of projects/assignments, hybrid etc.

16. Appeal process

Every school must set up an appeal process to ensure parents and students have the right to fair and impartial decisions affecting their educational experience. While it is best to resolve issues informally through meetings and discussions, some concerns and complaints may require further deliberation. Parents are expected to follow this process for conflict resolution within the school:

- a. If a student or parent wants to question a decision made by the school, the parent should first meet the person directly involved in the decision, such as a teacher or supervisor.
- b. If the parent is still unsatisfied, they should meet with the head of the section or a representative of the senior leadership team where applicable.
- c. If the issue is unresolved, the parent must meet the director or Principal.
- d. If the issue remains unresolved after this stage, the parents should write an official letter to the school's relevant committee (e.g. the Grievance Committee); the school may then form a committee comprised of a teacher, a parent, a school leader, and a member of the Board of Governors.

None of the committee members shall have any connection to the original concern or complaint. The committee will study the matter and issue a written report to the school's Principal (director) and the parent within 10 working days.



e. Each process step from (A to C) should not exceed five (5) working days. If the parent is still not satisfied, then the parent has the right after that to refer the matter to RAK DOK by raising it through the E-Feedback System (official portal or by emailing info@dok.rak.ae)

RAK DOK has the right to uphold or repeal any decision. RAK DOK's final decisions are binding on both the school and parents.

This contract is the sole reference for the Ras Al Khaimah Department of Knowledge to resolve any dispute between the school and the parents. It supersedes all prior or subsequent agreements and understandings between both parties, including school policies that may conflict with its clauses.