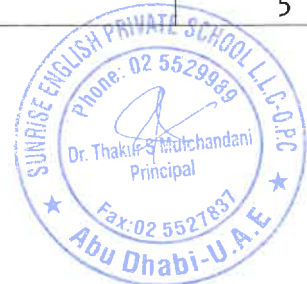




COMPLIANCE POLICY

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Introduction

The successful operation of Sunrise English Private School, Abu Dhabi, relies on full compliance with ADEK's regulations, policies, circulars, and other applicable laws and regulations within the UAE. This policy outlines the school's commitment to adhering to ADEK's requirements and establishes the procedures for addressing instances of non-compliance, ensuring a high standard of educational governance and accountability.

Purpose

This policy aims to:

- Ensure compliance with ADEK regulations, policies, circulars, and all applicable laws and regulations within the UAE, while defining the mechanisms for determining compliance at Sunrise English Private School, Abu Dhabi.
- Establish clear procedures for addressing complaints and instances of non-compliance with ADEK regulations and school policies.
- Outline the process by which the school may appeal ADEK's decisions related to non-compliance.





Definitions

ADEK Requirements	For the purpose of this policy, "ADEK requirements" is used to refer to all of ADEK's requirements for schools as set out in its regulations, policies, circulars, and other existing laws and regulations applicable within UAE.
Authorized Personnel	Personnel who are authorized by ADEK or other relevant government entities to visit a school and access its premises and resources for a specific purpose.
Complaint	Any expression of dissatisfaction concerning the school by an individual, either formally or informally, including any reports of non-compliance concerns.
Complainant	An individual who files a complaint to a school.
Compliance	A school's adherence to ADEK's requirements for schools, as set out in ADEK's regulations, policies, guidelines, circulars, and other existing laws and regulations applicable within the UAE.
Compliance Visit	An evaluation, conducted by ADEK as per the compliance framework requirements, to determine whether a school is adhering fully and properly to ADEK's requirements for schools, as set out in ADEK's regulations, policies, circulars, and other existing laws and regulations applicable within the UAE.
Corrective Action	An action that a school must take within a given timeline to rectify any identified instances of non-compliance. Failure to take such corrective action may lead to additional enforcement actions, in line with the escalation procedure set out in this policy.
Corrective Action Plan	A plan drawn up by a school and submitted to ADEK, setting out the corrective actions and timeline it will take to address its areas of non-compliance, in line with the requirements of the enforcement action taken against the school.
Enforcement Action	Action taken against a school in response to an instance, or instances, of non-compliance. Enforcement actions are progressive and range from the issuance of a letter of concern to, in cases of extreme or repeated non-compliance with ADEK's requirements, the closure of a school.



Escalation Procedure	The rules that define how and when an instance(s) of non-compliance with ADEK's requirements are escalated through progressive levels of enforcement actions.
Financial, Administrative, and Technical Supervision	An enforcement action, wherein ADEK appoints a supervisory body to oversee and manage the school for a defined period of time ("supervision period").
License Restriction	An enforcement action, where a school is not authorized to enroll any new students, nor to submit applications to renew, extend, or amend its license (e.g., to increase fees, increase capacity, or add curricula).
Non-Compliance	An instance or instances of a school failing to adhere to ADEK's requirements, as set out in ADEK regulations, policies, guidelines, circulars, and other existing laws and regulations applicable within UAE.
Progress Monitoring Visit	An unannounced visit conducted at ADEK's discretion to monitor the progress made by a school in taking corrective action.
Supervisory Body	A body appointed by ADEK to perform the oversight and management of a school.



Policy

1. Compliance

- 1.1 The school will comply with its internal policies, ADEK regulations, circulars, and all other applicable laws and regulations in the UAE.
- 1.2 The school will establish a School Complaints Committee to investigate complaints or reports from stakeholders (e.g., parents, staff) and work towards their resolution. The Principal shall chair the committee but may delegate this authority as deemed appropriate.
 1. The school will investigate and resolve all complaints internally, involving the Principal when necessary.
 - a. If the parties are dissatisfied with the proposed resolution, the complainant shall escalate the matter to the School Complaints Committee.
 - b. If a complaint is made against the Principal, the Principal shall be excluded from the committee and replaced by a member of the Governing Board.
 - c. Written complaints will be acknowledged within 24 hours of receipt.
 - d. The School Complaints Committee shall review and respond to all complaints in writing within 10 working days.
 - e. Complaints and incidents shall be handled confidentially and promptly, as outlined above.
 - f. If the complaint has not been satisfactorily addressed, the complainant has the right to appeal to ADEK. ADEK will conduct its own investigation and, if necessary, perform an ad-hoc visit (see Section 1.3.1.c).



g. The school will maintain records of all meetings between the committee and the complainant, in accordance with the ADEK School Records Policy. The school shall notify the Governing Board and ADEK if requested.

1.3 Compliance Coordinator: The school shall appoint a staff member as the Compliance Coordinator to provide administrative support, including assisting the Principal with the school's self-evaluation (if required), coordinating compliance visits, and submitting any necessary corrective actions within the stipulated timeframe to ensure adherence to compliance requirements.

1.4 Compliance Visits:

1. The school will be subject to the following types of compliance visits conducted by ADEK or other relevant authorities to assess adherence to ADEK requirements. ADEK reserves the right to conduct compliance visits at its discretion.
 - a. Annual Compliance Visits: Visits conducted annually to determine the school's compliance with MoE and ADEK requirements and all health and safety requirements, in line with the *School Health and Safety Policy*.
 - b. School Readiness Visits: Visits conducted to determine compliance prior to the issuance of a Temporary License, in line with the *School Licensing Policy* for any addition or modification made to school buildings (e.g., new school building, expansion, relocation, re-opening of grade levels, etc.).
 - c. Ad-Hoc Visits: Visits conducted at ADEK's discretion for the following:



- To assess compliance with specific ADEK requirements (e.g., assessments, leadership), or
 - To investigate adverse reports or concerns/complaints from parents, staff, divisions within ADEK, etc., regarding the school (e.g., capacity inspection, validation of school buildings, incident investigation, building condition, etc.).
2. The school will grant authorized personnel (e.g., compliance specialists) full access to the premises and relevant resources to conduct compliance visits, in accordance with the Safeguarding Policy.

Approved by:

Dr.Thakur.S.Mulchandani,
School Director/Principal