

English Version

Compliance Policy

Horizon Private School - American Branch

Document Control

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Policy Purpose and Philosophy

HPSB Philosophy: At Horizon Private School (HPSB), we view compliance as the operational expression of our promise: *Every Child Known, Every Child Valued, Every Child Prepared*. We adhere to regulations to ensure a safe, fair, and high-quality learning environment.

Regulatory Purpose (Mandated by ADEK): In strict alignment with the *ADEK School Compliance Policy (Sept 2024)*, the purpose of this policy is to:

1. **Require Compliance:** Mandate full adherence to ADEK regulations, policies,

circulars, and other existing laws applicable within the UAE, and establish the mechanisms by which compliance will be determined.

2. **Outline Enforcement Steps:** Define the steps through which ADEK (and HPSB internally) will address instances of complaints and non-compliance with regulations and policies.
3. **Define Appeals:** Describe the procedure by which the school may appeal ADEK's decisions in relation to non-compliance.

Scope and Application

This policy applies to:

- **The Governing Board and Senior Leadership Team:** Who hold ultimate accountability.
- **The Compliance Coordinator:** Responsible for administrative alignment.
- **All Staff:** Who must uphold professional codes and standards.

Legal Framework and Compliance

This policy is drafted in strict accordance with the following regulatory documents:

- **ADEK School Compliance Policy** (Version 1.1, September 2024).
- **Federal Decree Law No. (31) of 2021** (Promulgating the Crimes and Penalties).
- **Federal Decree Law No. (33) of 2021** (Regulating Employment Relationships).

Definitions

To ensure alignment with the regulatory authority, HPSB adopts the following definitions derived directly from the *ADEK School Compliance Policy*:

- **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.
- **ADEK Requirements:** All requirements for schools set out in regulations, policies, 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.
- **Corrective Action:** An action that the school must take within a given timeline to rectify any identified instances of non-compliance.
- **Enforcement Action:** Action taken against a school in response to an instance of non-compliance. These are progressive and range from a Letter of Concern to License Restriction or Cancellation.

Roles and Responsibilities

The Governing Board

- Ensures the school operates within the legal framework of the UAE and ADEK.
- Holds the Principal accountable for the school's compliance status.
- Must dismiss the Principal if required by ADEK in events of serious non-compliance or failure to address critical issues.

The Principal

- Acts as the **Final Dispute Resolution Authority** within the school.
- Ensures the school investigates and resolves complaints internally.
- Bears ultimate responsibility for the implementation of any required **Corrective Action Plans**.

The Compliance Coordinator

- Provides administrative support to the Principal regarding regulatory alignment.
- Coordinates all ADEK compliance visits and submits required corrective actions within the stipulated timeframe.

Parent Relations Executive (PRE)

- Acts as the primary intake point for formal complaints to ensure the "Warm Authority" tone is maintained.
- Operational Function: Owns and maintains the *Central Complaints Log*. Responsible for entering all complaints, updating their status, and archiving evidence of resolution.

Policy Statements and Procedures

Commitment to Compliance

HPSB commits to full compliance with all ADEK policies. We recognize that failure to comply subjects the school to legal accountability and penalties, including fines, warnings, or license restrictions.

Management of Complaints (Tiered Resolution)

In the absence of a standing committee, HPSB utilizes a tiered structure to meet the regulatory requirement of investigating and resolving complaints:

1. **Stage 1 (Informal):** Immediate resolution at the source (Teacher/HOD).
2. **Stage 2 (Formal Investigation):** Lodged with the PRE; investigated by the Head of Division.
 - *Mandate:* Written acknowledgment within **24 hours**.
3. **Stage 3 (Principal Decision):** Final internal review.
 - *Mandate:* Written response within **10 working days**.
4. **Appeal:** If dissatisfied, the complainant has the right to appeal directly to ADEK.

Facilitating Compliance Visits

- **Access:** HPSB grants authorized ADEK personnel unhindered access to premises and resources.
- **Visit Types:** We are prepared for *Annual Compliance Visits*, *School Readiness Visits*, and *Ad-Hoc Visits* (often triggered by complaints).

Addressing Non-Compliance

If non-compliance is identified, HPSB will:

- **Submit a Corrective Action Plan:** Detailing how we will rectify the issue within the specific timeline set by ADEK.
- **Facilitate Progress Monitoring:** Welcoming unannounced visits to verify the issue has been resolved.

Monitoring, Review, and Communication

- **Monitoring:** The Compliance Coordinator audits the *Complaints Log* and regulatory status monthly.
- **Review:** This policy is reviewed annually.
- **Effectiveness:** Schools are expected to be fully compliant with the *ADEK School Compliance Policy* by the start of AY 2025/26.

References and Related Documents

- **External (ADEK):**
 - ADEK School Compliance Policy (Version 1.1, Sept 2024)
 - Federal Decree Law No. (31) of 2021 (Crimes and Penalties).
- **Internal (HPSB):**
 - *HPSB Brand Guide: Unified Brand & Communication Guide (HPSB-001).*