Approved by: Principal	Date: 30 January 2026

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#	Description of Changes	Rev. No	Date of Issue
1	First Issue	00	21 June 24

ICS Vision
The "School of Choice" inspiring, challenging and empowering a 21st century learning community through an ethical and innovative education system.

ICS Mission
Provide a safe, friendly learning environment where lifelong learners follow an international curriculum which promotes academic excellence and nurtures key values and competences in our global minded, future leaders.

Introduction

International Community School (ICS) is committed to upholding the highest standards of compliance with all regulations, policies, and guidelines set forth by the Abu Dhabi Department of Education and Knowledge (ADEK). The successful operation of our school depends on full adherence to these requirements, as well as to other relevant laws and regulations within the United Arab Emirates (UAE). This policy outlines the obligations of ICS to comply with ADEK's standards and the procedures for addressing instances of non-compliance.

Purpose

The purpose of this policy is to ensure that ICS maintains full compliance with ADEK regulations, policies, circulars, and applicable UAE laws. The policy details the mechanisms by which compliance will be monitored and enforced and provides clear guidance on how complaints and instances of non-compliance will be managed. Additionally, the policy outlines the procedures for appealing ADEK's decisions related to non-compliance, ensuring that ICS has a transparent and fair process in place.

Commitment to Compliance

ICS is dedicated to complying with all its internal school policies, as well as the external regulations and requirements set by ADEK. This commitment ensures that our school operates within the legal framework of the UAE and adheres to the highest educational and operational standards. Compliance is not only a legal obligation but also a core value of ICS, reflecting our dedication to providing a safe, respectful, and high-quality learning environment.

Complaints Management

ICS acknowledges the importance of addressing complaints effectively to maintain trust and transparency within the school community. The school has established a School Complaints Committee to investigate and resolve complaints from stakeholders, including parents and staff. The Principal chairs this committee, although the responsibility can be delegated if the complaint involves the Principal. The committee is responsible for acknowledging written complaints within 24 hours and providing a formal response within 10 working days.

In cases where the complainant is dissatisfied with the committee's resolution, they may appeal to ADEK for further investigation. ICS is committed to maintaining accurate records of all complaints and related communications, in compliance with the ADEK Records Policy. The Governing Board and ADEK will be informed of complaints and resolutions as required.

Compliance Monitoring

To ensure ongoing adherence to ADEK requirements, ICS will undergo various compliance visits conducted by ADEK or other appropriate authorities. These visits include:

- **Annual Compliance Visits**: Regular visits to assess the school's adherence to ADEK and Ministry of Education (MoE) requirements, particularly concerning health and safety standards.
- **School Readiness Visits**: Inspections conducted before the issuance of a no-objection certificate and Temporary License for any new or modified school buildings or operations.
- **Ad-Hoc Visits**: Unscheduled inspections initiated by ADEK to address specific compliance concerns, investigate complaints, or assess other operational aspects.

During these visits, ICS will provide all necessary documentation and evidence to demonstrate compliance. The school's leadership and staff will fully cooperate with inspectors and ensure that all areas of the school are accessible for evaluation.

Actions Against Non-Compliance

ICS understands the seriousness of non-compliance and is committed to taking immediate corrective action when required. ADEK may impose various enforcement actions in response to instances of non-compliance, including:

- **Letter of Concern**: A formal notification outlining the required corrective actions and the timeframe for implementation.
- **Fines and Warnings**: Financial penalties and formal warnings that escalate if corrective actions are not taken within the specified timeframe.
- **Temporary Suspension of Activity**: Suspension of specific non-compliant activities until the necessary corrections are made.
- **License Restriction**: Restrictions on the school's ability to enroll new students or make changes to its license, such as increasing fees or capacity.
- **Financial, Administrative, and Technical Supervision**: Appointment of a supervisory body to oversee the school's operations.
- **License Suspension**: Temporary suspension of the school's operating license.
- **License Cancellation and School Closure**: Permanent revocation of the school's license and closure of the school.

In cases of severe non-compliance, ADEK reserves the right to impose these actions immediately, bypassing the usual escalation process.

Escalation Procedure

ICS recognizes that enforcement actions may escalate if corrective actions are not promptly and effectively implemented. ADEK will determine the level of escalation based on the severity of the non-compliance, the school's history of compliance, and the effectiveness of the corrective actions taken. In instances of serious non-compliance, such as actions that threaten the well-being of students or staff or violate UAE cultural values, ADEK may suspend or cancel the school's license without following the standard escalation procedure.

Supervision of School Operations

In cases where ICS is placed under financial, administrative, and technical supervision, ADEK will appoint a supervisory body to manage the school. This body will assume responsibility for all administrative and financial operations, with the goal of rectifying all instances of non-compliance. The supervisory period will continue until ADEK is satisfied that the school has met all compliance requirements. During this time, the Governing Board and senior leadership team will have limited involvement in school management, as deemed appropriate by the supervisory body.

License Suspension and Cancellation

Should ICS face license suspension, the school will suspend its operations by the date specified by ADEK. During the suspension period, the school, or the appointed supervisory body, will carry out all duties outlined by ADEK, including informing parents and staff, fulfilling contractual obligations, and facilitating the transfer of students to other schools. If the necessary corrective actions are not taken, ADEK may proceed with license cancellation and school closure.

Duties During License Suspension or Closure

In the event of license suspension or closure, ICS is responsible for ensuring a smooth transition for students, staff, and parents. This includes communicating the suspension or closure decision promptly, honoring legal and contractual commitments, and assisting with student transfers. The school must also ensure that all student records are securely transferred to ADEK and that parents receive the necessary reports and certificates for their children's continued education.

Corrective Action and Progress Monitoring

ICS is committed to taking all necessary corrective actions in response to any enforcement actions. The school will develop a corrective action plan, as required by ADEK, and implement it within the specified timeline. ADEK may conduct unannounced progress monitoring visits to ensure that the non-compliance issues have been fully addressed.

Staff Conduct and Accountability

ICS holds its staff to the highest standards of professional conduct. In cases where staff members are suspected of engaging in prohibited behavior, such as discrimination, harassment, or actions that conflict with UAE values, the school will conduct a thorough investigation and, if necessary, suspend the staff member involved. ADEK reserves the right to ban such individuals from working in any school within the Emirate.

In instances of serious non-compliance, ADEK may also require the dismissal of the school Principal. The Governing Board will be responsible for carrying out this action in accordance with UAE labor laws and the ADEK Employment Policy.

Appeals Process

ICS has the right to appeal any enforcement actions taken by ADEK. Appeals against supervision, license suspension, and license cancellation must be submitted within five working days, while appeals against other enforcement actions must be submitted within 60 calendar days. ADEK will respond to appeals within 90 calendar days, and the decisions made by ADEK following this process are final. The school is required to continue implementing corrective actions during the appeal process.

Compliance and Enforcement

This policy is effective as of the Academic Year 2024/25, with full compliance required by the start of AY 2025/26. ICS is committed to adhering to all aspects of this policy and understands that failure to comply may result in legal accountability and penalties as determined by ADEK. The school will take all necessary steps to ensure ongoing compliance with ADEK's regulations and maintain the high standards expected of educational institutions in Abu Dhabi.

Linked Policies:

- ADEK Health and Safety Policy
- ADEK Safeguarding Policy
- ADEK Licensing Policy
- ADEK Employment Policy
- ICS Records Policy