

Concerns and Complaints Policy

Concerns and complaints are best addressed in an environment where parent/guardians and members of the community feel able to speak up about issues concerning the education and welfare of their children or other issues arising at our school.

We will give prompt and serious attention to any areas of dissatisfaction. We anticipate that most concerns will be resolved quickly in an informal manner by approaching the appropriate member of staff. If this does not achieve the desired result, we have a procedure for dealing with concerns.

Making a Complaint

Stage 1: Informal discussion

The vast majority of concerns and complaints can be dealt with informally within 48 hours. There are many occasions where concerns are resolved straight away without the need to submit a formal complaint. Indeed, many concerns raised at this stage might not be classified as complaints.

When a complaint is made directly to the Principal, stage 1 is not required and the formal procedure begins at stage 2.

Individuals may decide to raise their concerns with a member of the school administrative staff, class teacher, senior teacher, senior leader, nurse or Principal depending on their wishes and the type of issues they want to discuss. Any party contacting the School may choose to contact the Principal directly of their own accord. In these cases it will be at the discretion of the Principal as to whether or not to direct them to the particular staff member first.

It is advisable that any parent who has a concern about any aspect related to:

- a) their child, class teacher or the class particularly, department, learning/ teaching process, shares his/her concerns in the first instance with, his/ her class teacher;
- b) our support staff (learning assistants, cleaners, nannies, handyman, security man), shares his/her concerns in the first instance with the class teacher/form tutor;

c) the faculty staff, school in general, policy and code of conduct shares his/her concerns in the first instance with a member of the Senior Leadership Team;

d) the Admissions department, shares his/her concerns in the first instance the Head Of Admissions

e) the HR/ Accounts Department, shares his/her concerns in the first instance with the HR/ Accounts Head of Department

Steps to be followed:

a) A parent should request an appointment with the staff member in charge of the particular area of his/ her concern. This can be initiated by phone, by email, or in person.

b) A suitable time and place should be agreed for both parties.

c) A one to one meeting should be held.

It is not necessary to record or monitor complaints at this level. The Principal does not have to be informed about the concern at this stage if resolved to both parties satisfaction.

There are no specific time scales for dealing with concerns at this stage. However, as at all stages, issues should be considered and dealt with as quickly and effectively as possible.

Most complaints should be resolved amicably and informally at this stage. If the individual is dissatisfied with the response they have been given and would like to take their complaint further, they should be referred to the school's complaints procedure in this policy and advised how to escalate their complaint to the next stage.

Logging of complaints

All complaints that reach stage 2 should be logged in the 'School's complaint folder'. This is to be made available to the School Governing Board and to KHDA inspectors.

Stage 2: Referral to Principal

At this stage, all communications between parties need to be carefully recorded and monitored with the following information:

- the name of the complainant
- the date and time at which complaint was made
- the details of the complaint
- the desired outcome of the complainant
- how the complaint is/will be investigated (including written records of interviews held)

- results and conclusions of investigations
- any action taken
- the complainant's response (satisfaction or further pursuit of complaint).

Informal discussion with the Principal

Before proceeding with a formal investigation, the Principal will meet with the individual and discuss their concerns and wishes. It may still be appropriate and satisfactory to reach an informal resolution at this point. If not, the Principal will proceed in accordance with the complaints policy, and will advise the parents accordingly.

Submitting a formal complaint

By this stage it must be clear that the concern is a definite complaint that will be dealt with according to this policy and should be formally submitted in writing to the Principal. For parents not comfortable with making written complaints, there is a template form for recording complaints (see Appendix A). All written complaints must be written in English.

Steps to be followed:

- a) A parent should submit a written complaint to the student's class teacher or form tutor within 24 hours either by email or in person. At this stage, the class teacher/form tutor should notify the Key Stage Leader about the received written complaint. The Key Stage Leader will notify the Principal.
- b) The Principal should formally acknowledge the complaint within 24 hours of receiving it and begin an investigation.
- c) The Principal will need to investigate the complaint and review any relevant documentation and information. If necessary, the Principal will interview witnesses and take statements from those involved. If the complaint involves a student, the student will also usually be questioned.
- d) When the investigation into the complaint is completed, the Principal will meet with the parents to discuss the outcome within 10 working days of the acknowledgment. The opportunity for the Principal to meet and discuss the outcome of the investigations with the complainant should be offered at a mutually convenient time. Minutes of the meeting should be recorded (by a third party) during this session, and an agreed written record of the discussion will be shared afterwards. The minutes should record whether or not the complaint has been upheld, the reasons why, and what action (if any) will be taken. All of the parties present at the meeting should sign the minutes and receive a copy. A copy should also be sent to the School Board.

Record Keeping

A record of the written complaint from parents and the summative points from the meeting shall be kept in the following files:

- a) in the child's personal file if it is related to the child only;
- b) in the staff's file with the Principal if it is related to the faculty staff;
- c) in the Central Office or school Staff files for all non academic staff, School Facilities, Admin, HR/ Accounts, if appropriate; and
- d) in the School complaints file if it is related to the School in general. Records should be retained for the period of two years.

Stage 3: Referral to the Governing Board

In the event that the complainant remains dissatisfied with the outcome of the School's investigation, the matter may be referred to the Governing Board for appeal. The Governing Board will request a full report from the Principal along with all relevant documents.

On the basis of these, the Governing Board may call for a briefing from individual members of staff. The Governing Board will acknowledge within 24 hours of receipt of the referral that the complaint is being reviewed and he/she will ask the parent if they wish to add further details for consideration. A date will also be given by which the parent may expect a full response (within 1 week).

The Governing Board may be able to offer a new approach which may satisfactorily conclude the matter for the parent. The response will be clear and detailed but, if the parent remains dissatisfied the Governing Board will also offer a meeting.

Stage 4: Official complaint to KHDA

In the unlikely event that the School is unable to address an individual's concerns to their satisfaction, the individual may wish to approach the regulator, Knowledge and Human Development Authority (KHDA). This option can be pursued even if the child is withdrawn from the School.

Parents may approach KHDA directly after the last or any stage of this complaints procedure.

We have set out below the contact details for KHDA below.



<http://www.khda.gov.ae/en/aboutus/contactus.aspx>

Knowledge and Human Development Authority (KHDA)

Block 8, Academic City,

P.O Box 500008,

Dubai, U.A.E.

Tel: +971-4-3640000

Fax: +971-4-3640001

Email: info@khda.gov.ae

Appendix A - Formal Complaint Form

Please complete and return in a sealed envelope marked confidential to
 (class teacher/Principal) who will acknowledge receipt and explain
 what action is to be taken.

Your Name	
Child's Name	
Address	
Contact number	
Please give details of your complaint	
Date and time of incident	
What action (if any) have you already taken to resolve your complaint?	
To whom did you speak to	

and report the incident and what was their response?	
What action do you feel might resolve the problem at this point?	
Are you attaching any further evidence? If so, please give details	
Signature	
Date	