



PARENT COMPLAINTS PROCEDURE POLICY

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1. INTRODUCTION:

1.1 Definition:

A complaint is defined as 'any expression of dissatisfaction that requires a formal response'. Complaints can be resolved formally, or informally dependent on the parent's choice.

1.2 Purpose:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction, in line with the parents/school context.

We ensure:

- A good education for all our children.
- The Principal and other staff work very hard to build positive relationships with all parents.
- There is a procedure in place in case there are complaints by parents, which is addressed at the earliest.

2. AIMS AND OBJECTIVES:

The policy aims to:

- Be fair, open and honest when dealing with any complaint.
- Give careful consideration to all complaints and deal with them as swiftly as possible.
- Resolve any complaint through dialogue and mutual understanding and, in all cases, put the interests of the child above all other issues.
- Provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. ROLES AND RESPONSIBILITIES

3.1 Teachers/SLT:

- Respond to the complaints at the earliest.
- Acknowledge the formal complaint in writing.
- Ensure that all people involved in the complaint are aware of the complaint and are fully updated throughout each stage of the procedure.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.
- Keep up-to-date records throughout the procedure.
- Be aware of issues regarding sharing of third part information.
- Ensure, where the parent is dissatisfied with the response, they are allowed to escalate it to the next stage and are provided the opportunity to complete the complaints procedure in full.

3.2 Parents:

- Express the complaint and their concern in full as early as possible.
- Respond promptly to request for information or meetings or in agreeing the details of the complaint.
- Ask for assistance as needed.
- Treat all those involved in the complaint with respect.
- Allow a reasonable time to deal with the matter.
- Co-operate with the school in seeking a solution to the complaint.
- Recognize that some circumstances may be beyond the school's control.

3.3 Students:

- Ensure confidentiality of any issue or concern discussed by the parent with the complaint coordinator.

4. PROCEDURE

4.1 How to share a concern

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

4.2 What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Supervisor. The Supervisor considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. If necessary the Supervisor may involve the school Counsellor.

4.3 Sharing a concern about the Supervisor

Should a parent have a complaint about the Supervisor or is unhappy about the way the issue/ complaint being handled, the parent can approach the HOS. The HOS will further investigate the issue and take necessary action and resolve the concern.

4.4 Sharing a concern about the HOS

Should a parent have a complaint about the HOS or is unhappy about the way the issue / complaint being handled, the parent can approach the Principal.

The Principal under serious situation will constitute a committee of five members which includes VP, Admin Manager , Doctor, school Counselor and HOS . This committee will discuss the concern and decide a best possible solution for the child. The parent needs to be informed in writing and over the phone.

If the parent request for the change of section then the committee will decide and if it suites the child then a child can be shifted to other section. In this case HOS will assure that the child is settling well in his/her new class.

If the Principal feels that the matter may be reported to the police / Press, then Corporate Office is informed as well.

Once the matter is resolved, the parent is usually called in by the Principal and given details as to what action has been taken.

The School Management will consider all written complaints within three weeks of receipt.

The school will arrange a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that she / he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the management will arrive at a decision and inform the parent about it in writing. The School management will do all they can at this stage to resolve the complaint to the parent's satisfaction.

4.5 Who to appeal to next

If any parent is still not content that the complaint has been dealt with properly, then she / he is entitled to appeal to the Ministry of Education/KHDA.

4.6 Withdrawal of complaint

If a parent wants to withdraw their complaint, the parent will be asked to confirm this in writing.

4.7 Closure

After resolving the complaint, the complaint coordinator will keep records of all the documents, including the details of action taken and a closure statement.

5. CONFIDENTIALITY

Except in exceptional circumstances, every attempt will be made to ensure that both the parent and staff maintain confidentiality. However if the circumstances giving rise to the complaint maybe such that it may not be possible to maintain confidentiality, the situation will be explained to the parent.

6. SUMMARY

The Principal monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Principal logs all complaints received by the school and records how theywere resolved. The management examines this log on an annual basis.

This policy is made available to all parents, so that they can be properly informed about the complaints process.

