



# Kings' Schools

## *Complaints Policy*

2021 - 2022

## Introduction

- 1.** It is important that any concerns are addressed at the earliest opportunity. We need to know as soon as possible when Parents/Carers or children are concerned or worried, so that we can work together to find a solution. It is hoped that the majority of concerns and complaints can be resolved informally. However, we recognise that in some cases parents/carers may wish to have their concern dealt with more formally. This process begins when a parent/carer decides to make a formal complaint.
- 2.** This 'Complaints Procedure' is a process which is designed to be fair and consistent, so that all concerned have equal opportunity to have their say and to be heard.

## Stages

### **3. Informal Stages:**

- **Stage 1:** A Parent/Carer discusses their concern with a member of staff (often the Class Teacher (Primary) or Tutor (Secondary)). The initial concern/complaint may be communicated either in person, by telephone, or via email. If the complaint cannot be immediately resolved by the member of staff receiving the initial complaint, then the member of staff should acknowledge the complaint within 24 hours and identify the more appropriate or senior member of staff who will now be dealing with the complaint and inform the parent. If the concern is still not resolved then:
- **Stage 2:** Parent/Carer/Teacher refers the matter to the appropriate Assistant Headteacher/Leadership Team member, who will acknowledge receipt within 24 hours. The Assistant Headteacher discusses the concern with the relevant member of staff, arranges to meet with the Parent/Carer within 10 working days of receipt of the complaint (or at the earliest convenient time if urgent) and records the outcome of the meeting (for example, in the parent meeting log/CPOMS) setting out what action has been taken and the date that the complaint was closed. Outcomes from the meeting may also be shared with parents via email for their records. If the concern is not resolved within 10 working days of the complaint reaching this stage then:
- **Stage 3:** Parent/Carer/Assistant Headteacher contacts the Deputy Headteacher/Headteacher/Principal, who will acknowledge receipt within 24 hours, discuss the concern with the Assistant Headteacher, collect information and arrange a meeting with the parent/carer to discuss further within 10 working days of the complaint reaching this stage (or at the earliest convenient time if urgent). The outcome of the meeting is recorded (parent meeting log/CPOMS). Outcomes may also be shared with parents via email for their records. If the concern is not resolved then the matter may become a formal complaint.

#### **4. Formal Stage:**

- **Stage 4:** Parent/Carer/Principal writes (by letter or email) to the Director of Education (DoE) asking for the formal stage of the complaints procedure to be initiated. The DoE investigates the complaint and shares the outcome within 5 school days. If the concern is not resolved then the parent/carer can request that their concern is heard by a panel of at least three members of the school Governors, at least one of which is not related to the management or running of the school and none of whom will have been directly involved in the matters detailed in the complaint.
- **Stage 5:** A hearing is arranged within 10 school days, attended by the relevant parties. The Parent(s) may be accompanied to the hearing by one other person. The accompanying person should be there in a supportive capacity and can remind or make suggestions to the parent(s) but cannot ask or answer questions on behalf of the parent(s). The panel will investigate, make findings and appropriate recommendations where required. The panel findings and recommendations and the reasons for these will be communicated to the complainant, and, where appropriate, the person being complained about, within 10 working days of the panel hearing. The decision of the panel will be final.

- 5.** Written records will be kept of all complaints indicating whether they were resolved at the preliminary stages, or whether they proceeded to a panel hearing. The log is monitored for emerging patterns and made available for Governor scrutiny when requested. Complaint statistics and trends are reported to Governors on a termly basis.
- 6.** Correspondence, statements and records of complaints are to be kept confidential, except in cases where local legal requirements permit access or enable restriction by local authorities.
- 7.** Where the complaint is directed specifically at the Headteacher/Principal, it should be made to the DoE. Where the complaint is directed specifically at the DoE, it should be made to the Chair of Governors.

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[kevinstedman@kingsdubai.com](mailto:kevinstedman@kingsdubai.com)

***Please complete this form (or include the information below in an email) and send to the relevant PA to Leadership/Principal who will acknowledge receipt and explain what action will be taken.***

Kings' School Dubai - (ksd-patoleadership@kingsdubai.com)

Kings' School Al Barsha - (patoleadership@kingsalbarsha.com)

Kings' School Nad Al Sheba - (ksnas-patoleadership@kingsnas.com)

Your name: \_\_\_\_\_

Child's name: \_\_\_\_\_

Your relationship to the child: \_\_\_\_\_

Address: \_\_\_\_\_

Mobile number: \_\_\_\_\_

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint.  
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details:

Signature: \_\_\_\_\_

Date: