



مدرسة جيمس رويال دبي الخاصة  
GEMS Royal Dubai School

# COMPLAINTS POLICY

GRDS 2020-21

Review Date: June 2021  
Charlotte Grieves Vice Principal

## **1. Introduction**

The school's values are concerned with meeting the needs of pupils, parents and other stakeholders. We believe that feedback is an important ingredient in self-evaluation and raising standards. All stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously.

The school takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints.

The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavor to resolve issues on the spot.

Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

### **The Complaints Procedure will:**

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible** and **publicised**;
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
  
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent panel *where necessary*;
- respect people's desire for **confidentiality**;
- address all the points at issue and provide an **effective** response and **appropriate** redress, where necessary;
- provide **information** to the school's Senior Leadership Team (SLT) so that services can be improved.

### **Roles and responsibilities**

#### **Stage one:**

Complaint/concern heard by staff member (informal);

#### **Stage two:**

Complaint heard by SLT (formal or informal). Recording in writing.

#### **Stage three:**

Complaint heard by Principal (formal). Recording in writing.

#### **Stage four:**

Refer to Chief Education Officer at GEMS Corporate office

## **2. Responsibilities**

The Principal is responsible for ensuring the Complaints policy and procedures are implemented in school and for investigating any complaint in the first instance.

School staff are responsible for implementing the Complaints policy and for reporting any complaint to their direct line manager.

### **Monitoring and evaluating the policy**

All documentation regarding complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded and shared with the relevant staff member's line-manager.

The monitoring and review of complaints by the school is a useful tool in evaluating the school's performance and will contribute to school improvement. Any underlying issues identified will be addressed.

### **Record Keeping**

All formal complaints will be responded to in writing:

At Stage 1 – even though this is an informal stage, the complainant will receive a reply in writing (confirming points discussed and action taken) and a copy should be retained for reference.

At Stages 2 and 3 – there should be clear communication in writing throughout the handling of the complaint. A copy of all written communication should be retained for reference.

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