



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.

All communication (formal or informal) must be recorded on Pulse and followed up as appropriate.

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.

All complaints should be dealt with within 7 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead should inform the complainant in writing with a realistic timescale.

Roles and responsibilities

Stage one:

Complaint/concern heard and resolved by staff member (informal with class teacher and/or head of year);

Stage two:

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

Stage three:

Complaint heard and resolved by Principal or Deputy Principal (formal). Recording in writing.

Stage four:

Refer to GEMS School Support Centre www.gemseducation.com>talk-to-us or 043477770. They shall review the matter and within 10 working days, issue a written report to both the Principal/CEO and the parent.

Each stage in the process of appeal should not exceed more than 5 working days. If the parent is still not satisfied, then the parents has the right thereafter to refer the matter to the KHDA by contacting the compliance and resolution commission on CRC@khda.gov.ae or 043640000.

2. Responsibilities

The Principal is responsible for ensuring the Complaints Policy and Procedures are implemented in school.

All staff must understand the importance of handling, recording and resolving any initial complaints and ensuring a resolution is found to satisfy the complainant and avoid further escalation.

Staff must ensure the relevant members of leadership are involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.

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. The log should be recorded on Pulse.

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 and uploaded to Pulse.

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 (on Pulse as a minimum expectation) 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.

Review date: June 2023

GEMS Royal Dubai School Communications Policy

