



DOHA ENGLISH SPEAKING SCHOOL

Learning Together • High Expectations • Celebrating Success

Curriculum April 2017

Complaints Policy

Introduction

We endeavor to ensure that our school provides the very best education for all our children. However, we acknowledge that parents may have grievance over specific matters that may result in a complaint. The following policy sets out the procedure that DESS follows in such cases.

Aims and Objectives

DESS aims to be fair, open and adhere to our core values when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We endeavor to provide sufficient opportunity for any complaint to be fully discussed, and then resolved. A complaint and all associated records will remain confidential with the particular members of staff dealing with the complaint until it is necessary to address the complaint from Step 2 onwards.

The Complaints Process (See appendix 1.1 for flow diagram of this process)

How to share a concern

Step 1

If a parent is concerned about anything to do with the education that DESS is providing, they must in the first instance, discuss the matter with their child's class teacher or they can place a comment in the Parent Council Suggestion Box which is located at the front office. 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 is 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 learning. It is important that the parent makes an appointment to meet with the class teacher rather than post any complaint on Social Networking sites or emailing other parents about the complaint.

Step 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 first of all with the Phase Leader and in the event that the situation cannot be resolved by the Phase Leader, then the parent may contact the Deputy Headteacher, should this not be satisfactory then the Headteacher. The Senior Leaders consider any such complaint very seriously and investigate each case thoroughly. We hope that most complaints escalated to this level will be resolved at this stage.

Step 3: Sharing a concern about the School Leadership Team or Headteacher (approaching the Board of Governors)

Should a parent have a complaint about the School Leadership Team, they should arrange a meeting with the Headteacher. Should the complaint be about the Headteacher, they must first make a formal approach to one of the members of the Board of Governors (Board), who is obliged to investigate it. Governors can be contacted through the Clerk to the Board. The Governor in question will do all they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, they can make a formal complaint, as outlined below. A list of Governor names is available from the school website.

Step 4: How to take the matter further with the Governing Body)

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Board of Governors (Board). This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of the Board through the Clerk to the Board.

The Board endeavors to consider all written complaints within three weeks of receipt. The complaint will be acknowledged in writing by, or on behalf of, the Chair of the Board. The acknowledgement should include an explanation of what will happen next, time scales involved and the name of the person from whom they will next hear in relation to the progress of their investigation. Details of a complaint should be confidential except in so far as they need to be shared with people who might contribute to the resolution. The Chair of the Board will need to consider whether the investigation can be completed by the Headteacher (who will already have been involved), the Chair themselves, or whether by the Board. If the latter course of action is followed, the Chair shall present a full report to the Board.

Complaints against the Chair of the Board or any individual Governor should be made by writing to the Clerk to the Board.

On some occasions the Board will arrange a meeting to discuss the complaint, and invite the complainant (and, if they wish, a companion), and any witnesses, to attend the meeting, so that they can explain the complaint in more detail. DESS will give the complainant at least three days' notice of the meeting. The complainant is permitted to be accompanied to this meeting. There must always be one person at this meeting who is independent of the management and running of the school.

After hearing all of the evidence, the Board will consider its decision and inform the parent about it in writing within 48 hours of the meeting. The Board will do all it can at this stage to resolve the complaint.

Recording complaints

DESS will ensure that we comply with our obligations. DESS will ask for complaints to be made by using a complaint form (Appendix 1.2) or in writing, however the complainant

may have communication preferences due to a disability or learning difficulty, thus DESS must allow alternative methods of contact:

- A complaint may be made in person, by telephone, by email or in writing;
- In order to prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls will be kept and a copy of any written response added to the record. Where there are communication difficulties, we may with the complainants prior consent use recording devices to ensure the complainant is able to access and review the discussions at a later point;
- We will record the progress of the complaint and the final outcome. The Headteacher will be responsible for these records and hold them centrally.

Outcomes

In all cases where a complaint has been investigated, the complainant will be given a written response covering:

- The complaint
- The scope of the investigation
- The conclusion of the investigation
- Any action which has resulted.

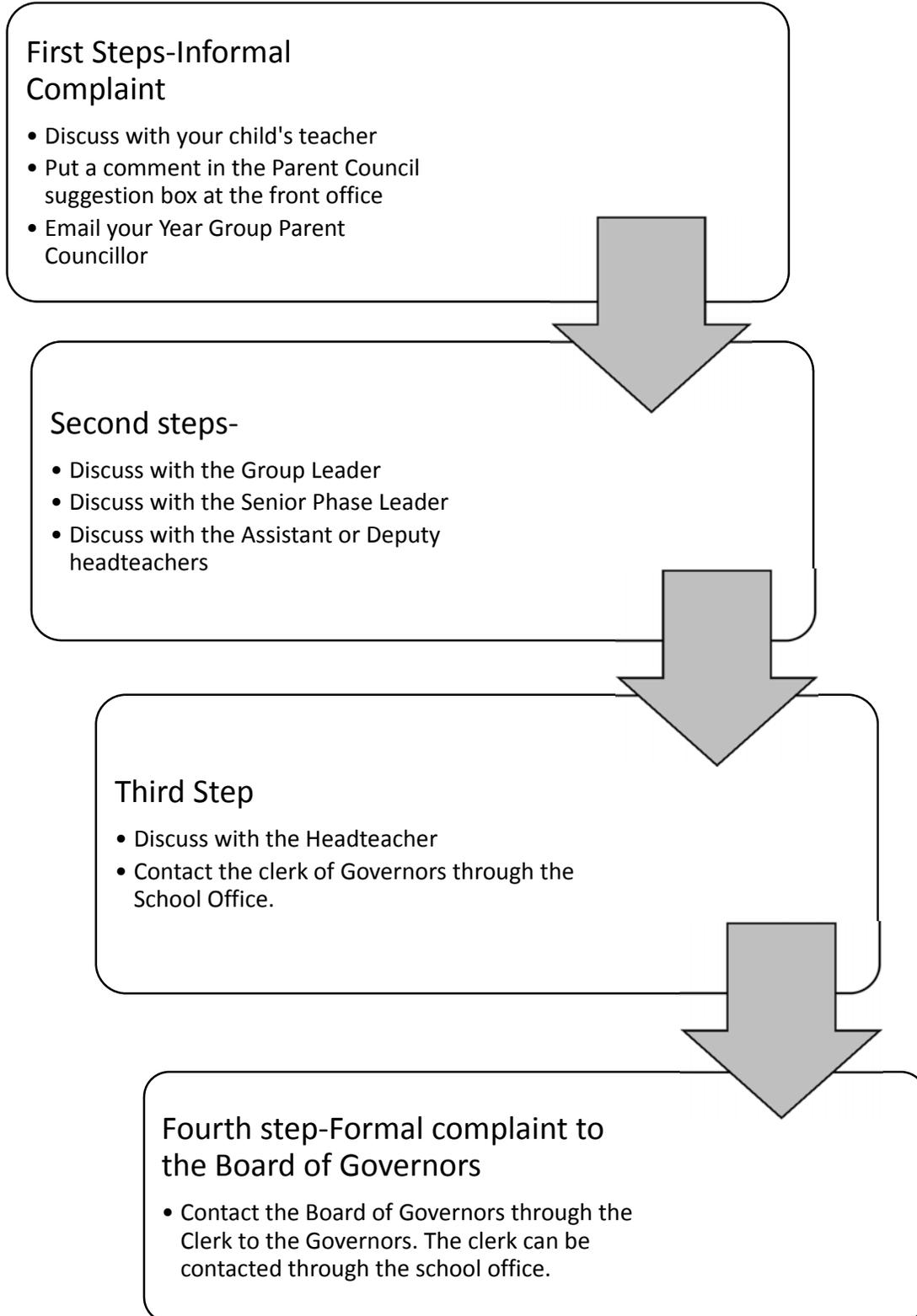
The Board may wish to offer the complainant the opportunity to discuss the response.

If the investigation upholds the complaint, redress should be appropriate to the complaint and may include:

- An appropriate expression of regret.
- Providing a solution desired by the complainant.
- Changing the procedures to avoid future problems.

Where a complaint is not upheld the complainant must be given a response and informed of any further action that might be appropriate in their situation.

Appendix 1.1 Complaints process



Appendix 1.2 Complaints form

Please complete this form and return it to the school who will then forward it to the Chair of the Governing Body. Please continue on a separate sheet if necessary.

Name:

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Address:

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Telephone No.:

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Name of Child:

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Details of the Complaint (please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when).

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Do you have a suggestion for change?

Please attach copies of any more information you have to back up your complaint, such as letters or reports.

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Signed: **Date**