



Complaint Resolution for Parents Policy 1.2

W05

Policy Title: Complaint Resolution for Parents Policy 1.2											
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Statutory Policy	Yes	No	On School Website	Yes	No	Parent Portal	Yes	No	Staff Portal	Yes	No

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Appendix 1 Flowchart

OVERVIEW

Doha College is committed to providing the best educational experiences possible for students. We are aware however, that occasionally parents may have concerns about an aspect of college life which, if unaddressed, could lead to unnecessary worries and / or affect a child's happiness and educational progress. To avoid such problems, we urge any parent who has a concern to contact the appropriate member of staff as soon as possible.

At Doha College we will:

- Ensure that parents wishing to raise concerns know how to do so:
- Respond to concerns promptly and in a courteous, confidential, and efficient way.
- Listen to and take concerns and complaints seriously.
- Take action as appropriate and in a timely fashion.

Ensure that raising a concern will not lead to any repercussions for the concerned parent's child(ren).

Doha College is committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment which is underpinned by robust processes and procedures that seek to maximise opportunity, minimise risk and continuously promote a culture of safeguarding amongst our workforce and school community.

RAISING AN ISSUE

1.1 In order to raise a complaint effectively, please note that there is a difference between an issue/concern, or asking for clarification, and a complaint. A complaint is defined by:

(i) standard practice, following policy, leading to undesired outcomes for parents/students which cannot be resolved by low-level intervention, e.g. a telephone call or email to the relevant member of staff, or

(ii) occasional, undefined by a policy practice which leads to undesired outcomes for parents/students which cannot be resolved by low-level intervention, e.g. a telephone call or email to the relevant member of staff.

1.2 If low-level intervention (cf. 1.3) is unsuccessful, do please lodge an official complaint by (i) completing the complaints form (parent portal) and (ii) following this (complaints) policy. The submitted complaints form will automatically be sent to a specially designed email box. This will ensure that the complaint is received by the intended person from whom you can expect a response within two working days. All complaints are centrally logged.

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1.3 Please note that a spirit of reasonableness and common sense is expected on all sides. Minor issues, within the authority levels of staff-members, are often simply matters where parents and staff have to meet to discuss and resolve a problem.

1.4 Of course, if the issue is more serious, then it can be entirely correct to move through more than one, or indeed all, of the steps described. Please read the rest of the policy for detailed guidance.

Step 1

If you have a complaint / concern, i.e. about a decision or action with which you disagree you should contact the person whose decision / action it was that has caused the problem. If you feel uncomfortable with this, then you may consider taking the issue to the next level of the college hierarchy.

The result of Step 1 will be one of the following:

- a) A decision /action is changed, or the complaint is otherwise resolved to your satisfaction.
- b) You accept the reason for the decision or behaviour, even though you might still disagree.
- c) You do not accept the reason or behaviour, but do not wish to take the matter further.
- d) You wish to take the issue to a higher level.
- e) The staff-member wishes to refer the issue to a higher level.

Step 2

If you wish to take the issue to a higher level, then see the person next in the hierarchy. Use the flowchart at Appendix One.

(Note: If it is the staff member who wishes to refer the issue to a higher level, then you would be contacted accordingly).

INVOLVING THE PRINCIPLE

2.1 If a parent remains dissatisfied, having gone through the initial stages described in this policy, then the issue may be taken to the Principal.

2.2 The Principal will investigate the complaint and provide the parent(s) with feedback. At the outset, the Principal will usually ask to meet with the parent (or both parents) at a mutually convenient time, to discuss the problem and to clarify any aspects.

In many instances the Principal will ask the appropriate Senior Vice Principal/Vice Principal to join the meeting: this is to minimise the number of meetings needed to resolve an issue and to avoid having to

adjourn meetings due to lack of information that the Senior Vice Principal/Vice Principal might possess.

INVOLVING THE CHAIR OF THE BOARD OF GOVERNORS

3.1 In the rare case where a parent is not satisfied with the Principal's response to a complaint, he or she may submit written details of the complaint to the Chair of the Board of Governors. The parent should inform the Principal that he or she intends to do this.

3.2 Please note that the Chair will, without discussion or comment on the merits or otherwise of the complaint, refer back to the college any complaint that is brought to his attention, or to any Board Member's that has not first been through the processes detailed in this Policy.

The exception to this is where a complaint is about the Principal, and the parent considers it would not be appropriate to first discuss this directly with the Principal, in which instance the Chair is the first point of contact for parents.

3.3 The most effective way to ensure that the Chair receives a complaint quickly is to email the clerk to the Board of Secretary (clerktotheboard@dohacollege.com) who will forward it to the Chair. A copy of the email should be sent, by the parent, to the Principal (only if the complaint is not about the Principal).

3.4 The Chair, in consultation with another Board member, will consider whether the matter is one that it is appropriate for him or the Board to consider. Having done this, he may ask the Principal to look further at any aspects of the problem and to report back to him on any new information or conclusions. The Chair will write to the parent with his views on the matter.

3.5 The decision of the Board at this point is final.

RECORD OF REVISIONS TO POLICY

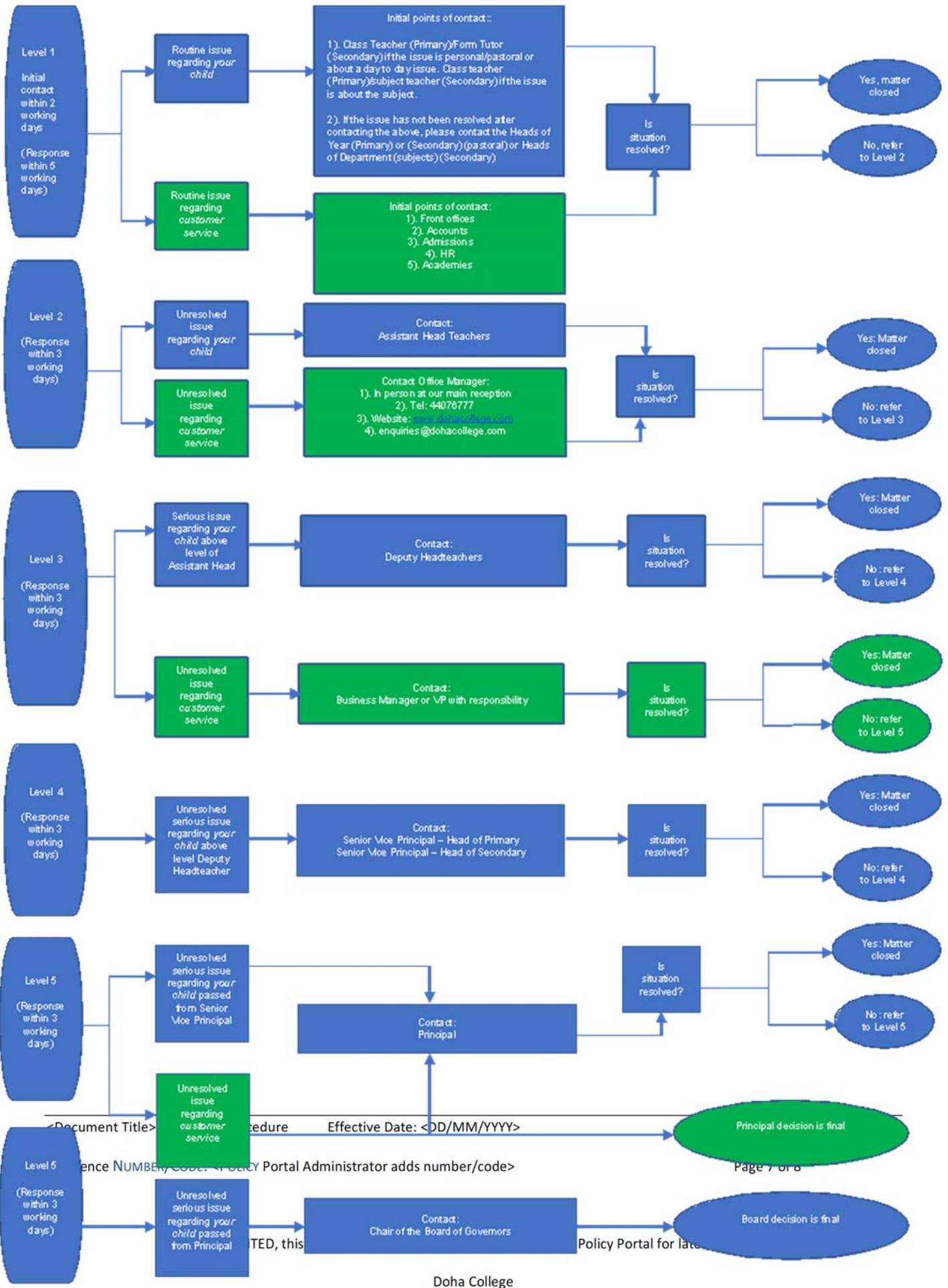
Revision Date	Description	Sections Affected
20 May 2015	Text.	Support staff added to Appendix
April 2016	Text	Flowchart amended
April 2018	Text	2 new points added Appendix 1 section1 Days to response Level 1 Flowchart Flowchart amended Appendix 1
September 2020	Text	Flowchart amended

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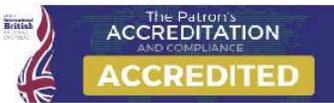


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About Doha College

Vision

To enable personal growth, instil a passion for learning and create aspirational minds.

Mission

With the growth-mindset philosophy of High Performance Learning, we develop confidence, creativity and intellectual curiosity in a safe, caring and inclusive environment for our students to make a lasting contribution to global society.

Core Values

Excellence and diligence
Respect and Integrity
Commitment and Accountability
Perseverance and Honesty
Fun and Enjoyment
Challenge and reward

Doha College

PO Box 7506,
Doha, State of Qatar

+974 4407 6777

enquiries@dohacollege.com

www.dohacollege.com

