



New English School
المدرسة الإنجليزية الحديثة

Towards Global Citizenship

COMPLAINTS POLICY

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PURPOSE

- To ensure a fair, consistent and equitable mechanism for processing complaints by all stakeholders.
- To do so in a manner that affords all concerned full rights.
- To outline the procedures which should be followed.

PARENT/GUARDIAN/STUDENT COMPLAINTS PROCEDURE

- **Stage 1:** The parent/guardian/student who wishes to make a complaint should make an appointment and discuss the matter with the teacher with a view to resolving the complaint (as soon as possible within one working week or next available parent appointment).
- **Stage 2:** Where the parent/guardian/student is unable to resolve the complaint with the teacher, she/he should make an appointment with the Deputy/Assistant Headteacher of the appropriate department, with a view to resolving the matter (as soon as possible within 5 working days).
- The resolution of stages 1 and 2 should be communicated to both parties verbally, a written record will be kept in iSAMS, unless the matter is a safeguarding issue.
- **Stage 3:** If the complaint is still unresolved the parent/guardian/student should make an appointment to see the appropriate Headteacher with a view to resolving the matter (as soon as possible within 5 working days).
- **Stage 4:** If the complaint is still unresolved the parent/guardian/student should make an appointment to see the Deputy Director with a view to resolving the matter (as soon as possible within 5 working days).
- **Stage 5:** If after stage 4 the complaint is still unresolved the parent/guardian/student should be advised that they may raise the matter with the arbitration committee. This can be done by sending a letter addressed to the director to the main school office (as soon as possible within one working week).
- The arbitration committee is made up of a minimum of three and a maximum of six panel members. At least one panel member will be independent of the management and running of the school .

Parent will be invited to attend and be accompanied at a panel hearing if they wish.

A copy of the findings and recommendations from the panel hearing will be provided to the complainant and the person complained about. They will also be

available for inspection on the school premises by the Headteacher and proprietor.

- In the case of a complaint against the Headteacher, the parent/guardian/student should discuss the complaint with the Headteacher in the first instance. If the parent/guardian/student is unable to resolve the complaint with the Headteacher, the complaint may be processed as in stage 4.
- The school and the parent/guardian has the right to refer the matter to the Private Schools Department of the Ministry of Education.
- Complaints of a serious nature may be arbitrated by the nominated committee in conjunction with ministry regulations.
- Notes of all meetings will be kept in iSAMS, except in cases related to safeguarding, as will an incident file to record all aspects of any investigation. Confidential records will be stored securely.

TEACHER COMPLAINTS PROCEDURE

- Complaints about colleagues should, in the first instance, be resolved directly with the colleague in a professional manner (as soon as possible within one working week).
- Where resolution is not possible the complaint should be referred to the line manager for resolution (as soon as possible within one working week).
- In cases where resolution is not possible the matter should be referred to the Headteacher by the line manager (as soon as possible within one working week).
- In cases where the complaint is against the line manager the matter should be referred to the member of SMT with responsibility for that area (as soon as possible within one working week) .
- In cases where the complaint is against the member of SMT with responsibility for that area the matter should be referred to the Headteacher (as soon as possible within one working week).
- In cases where the complaint is against the Headteacher a written notification should be addressed to the Deputy Director and lodged with the main office (as soon as possible within one working week).
- All parties will be informed of the outcomes arising from a complaint and subsequent action (as soon as possible within one working week) .

- For complaints against the school the member of staff should refer to the guidance laid down in Kuwait Labour Law and matters may be referred to the Ministry of Social Affairs.
- Notes of all official meetings and resolutions will be kept and lodged in the personnel file for reference.

INCIDENT INVESTIGATION PROCEDURE

Where the incident involves one or more students:-

- The student/s should be spoken to in private by the investigating member of staff, and where possible they should not be allowed to interact with others until the investigation is complete or the investigator is satisfied that they have the whole story.
- The student/s should be given a chance to tell their version of events or of what they have witnessed, with as little interruption as possible.
- At this point the student/s should write an account of what happened.
- This account should now be compared with those of others and inconsistencies highlighted. They should be pointed out to the student(s), who must be given a chance to respond. They must be given the chance to amend their account.
- Student/s must be asked (where appropriate) for the names of any witnesses, including staff.
- Witnesses must be interviewed and statements collected until the investigating member of staff can establish, within reasonable doubt, the course of events.
- Action should then be decided/agreed upon:-

Action	Approval Required
Verbal Warning	All Staff
Demerit/Break Detention	All Staff
Thursday Detention	Head of Department Head of Year Deputy Headteacher Headteacher
Saturday Detention	Deputy Headteacher Headteacher
Suspension	Deputy Headteacher and Headteacher <i>(to be signed off by Headteacher if present)</i>
Expulsion	Principal/Deputy Director/Director