CAIRO ENGLISH SCHOOL

an Esol Education school

Updated: June 2025
Adopted: August 2025
Next Review: September 2026
Responsible SLT: School Director

Parent ComplaintsPolicy & Procedure

Guiding Statements	
• Show kindness, empathy & respect for each other • Actively work together being healthy – physically, socially & emotionally • Make a positive impact in local, regional & international relationships • Reach their full potential through active participation in the learning community • Communicate effectively, recognising English as their school community language	• Use technology responsibly to support learning & to understand global issues • Recognise & respect others' beliefs, culture and values • Take pride in Egyptian culture, in personal identity and in the Arabic & English languages • Understand how our personal behaviour affects our values, attitudes and beliefs

1. Aims of the Policy

The first point of contact for any parent who is dissatisfied with any aspect of school life is the child's class/form teacher. If they cannot resolve the problem for you then please contact the Year Leader/Head of Year or another senior member of staff who will endeavour to solve any issues that you have. The next point of contact would be the relevant Head of School, CES School Director then the Esol Board Member. If the problem still exists, the school has a complaints policy in order to help deal promptly and effectively with concerns. The policy and procedure aim to reassure parents and others with an interest in the school that:

- Any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- The school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvement in school practices and provision for pupils.
- A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work.
- This policy and procedure document deals with all day-to-day complaints regarding the management and/or operation of the school. Serious complaints will be dealt with in line with the policy.
- Complaints may be made by telephone, letter, e-mail, or in person.
- If a complaint is made by telephone, the administration team will record the child's name and nature of the complaint and pass it onto the relevant staff member.

General Records of all conversations and meetings with parents to receive complaints will be kept. At a Directors' Complaints meeting, minutes will be taken. To help prevent recurring complaints, copies of correspondence and notes will be kept on file in the school's records, separately from individual child records. If at any stage in the procedure it becomes apparent that the complaint falls outside of this general complaints procedure, parents will be informed. There may be rare occasions when, despite all the stages of the procedure having been followed, a parent remains dissatisfied. If the parent seeks to re-open the same issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.

Procedure for dealing with complaints Stage 1:
Informal Stage

1. On most occasions, it is hoped that a parent may raise a concern directly with school staff without any formality. At all times, the staff will listen carefully and patiently. The aim will be to resolve the concern in a speedy and effective way.

2. If a parent has a complaint (s)he should normally contact their child's Class Teacher or Tutor. Complaints made directly to the Director will usually be referred to the relevant teacher unless (s)he deems it appropriate to deal with the matter personally.

3. It is the school policy to respond to the verbal complaint within two working days, even if the issue cannot be entirely resolved in this time.

4. If the concern cannot be resolved, the opportunity to discuss the matter with an appropriate member of staff will be given (eg. Subject Leader, Phase Leader or Deputy Headteacher). The member of staff will discuss the issue with the parent and those involved in school, with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take.

5. If a parent has a complaint about a member of staff (s)he should approach the Deputy Headteacher or the Head of School then the school Director.

6. In the case of complaint against the Director, this stage will always be heard by the Director herself.

7. If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether (s)he wishes the complaint to be considered formally at Stage 2 of this procedure.

8. If so, the parent will be invited to put the issue in writing to the Director and directed to the school Complaints Policy – with specific reference to the form attached at Appendix

9. The form should be sent to the Director within ten school days.

Procedure for dealing with complaints Stage 2:

Referral to the Head of School for further investigation where the complaint has been addressed by the Director at Stage 1, the form should be sent to the Directors: the matter will advance onto Stage 3 and will be heard by the Directors' Complaints Panel. Where another staff member has handled the complaint at Stage 1, then the Director will address Stage 2.

1. The Director will acknowledge the written complaint within five school days of receipt and provide an opportunity to meet the parent to discuss the complaint. The complaint will be officially registered and written records will be kept of all meetings and interviews held in relation to the complaint.

2. The Director will investigate the complaint and a written response will normally be made within ten school days of receipt of the complaint. If this is not possible, a letter will be sent explaining the reason for the delay and providing a revised target date.

3. The written response will include full reasons for the conclusions reached by the Director and what action, if any, the school proposes to take to resolve the matter. If the parent still remains dissatisfied, (s)he will be advised that, in order to progress the complaint further at Stage 3, (s)he must notify the Esol Board Member in writing (by hard copy - care of the School Office, or by e-mail info@cesegypt.com) within ten school days.

4. The Esol Board Member will then ensure that the parent is offered the opportunity of taking the complaint to the Esol Board Members' Complaints Panel at Stage 3 of this Procedure.

Procedure for dealing with complaints Stage 3:

Esol Board Members' Complaints Panel (EsolCP) only rarely reaches this level. However, when the need arises, the Esol Board Members' Complaints Panel (EsolCP) will consider complaints at this stage.

A written acknowledgement of the complaint and the request for it to be heard at Stage 3 of the Procedure will be sent to the parent by the Esol Board Member within five school days.

The letter will inform the parent that the complaint will be heard by the Esol Board Members' Complaints Panel (EsolCP) within ten school days. It will also inform the parent of the right to submit any further documents other than the complaint form and that these must be made available to the Director within five school days of receipt of the acknowledgment letter.

The Esol Board Member will send a copy of the letter of acknowledgement of the complaint to the Director and request a written report in response to the complaint to the EsolCP within five school days of receipt of the letter.

Composition of the Esol Board Members' Complaints Panel (EsolCP) will be appointed by the Chair of the Board and should consist of at least 3 members. Where practicable, this will be two members of the Board and one member who is independent of the management and running of the school. A Chair of the Esol Board Members' Complaints Panel (EsolCP) will also be appointed. No member of the Esol Board Members' Complaints Panel (EsolCP) should have had prior involvement with the complaint.

Esol Board Members' Complaints Panel (EsolCP) - Procedures for Hearing the Complaint Introduction The aim of the meeting is to resolve the complaint and achieve reconciliation between the school and the parent. The Chair of the Esol Board Members' Complaints Panel (EsolCP) will ensure that the meeting is properly minuted. Although the meeting will follow the structured order below, given potential sensitivities and anxieties, the Chair will endeavour to ensure that the proceedings are as informal as possible and that all parties are put at their ease.

The Chair explains the purpose of the meeting, the procedure, and that all written evidence has been made available to all parties. The parent/companion explains the complaint, The Esol Board Members' Complaints Panel (EsolCP) may question the parent/companion. The parent/companion then leave the room. The Esol Board Members' Complaints Panel (EsolCP) may question the Director. The Director retires from the meeting. The Parent, together with his/her companion, is invited back into the room to make a final statement, and then retires. The Director, is invited back into the room to make a final statement, and then retires. The Esol Board Members' Complaints Panel (EsolCP) considers the complaint and reaches a majority decision. The Esol Board Members' Complaints Panel (EsolCP)also decides what action (if any) to take to resolve the complaint and, if appropriate, recommends changes to ensure similar complaints are not made in future. When a decision has been made, the Chair recalls the parent, then the Director and each is informed of the outcome and any action to be taken. All outcomes are confirmed in writing to both parties in accordance with the Complaints Procedure.

This procedure is available on the school website
https://www.cesegypt.com/about/key-policies