



Communication and Complaint Procedure at NBS Al Waab

Our Vision

'An International community of learners striving for excellence and celebrating success'

Our Mission

We aim to provide the highest quality of education possible for students of all abilities. In doing so, we aim to positively encourage each student to achieve academic excellence, enjoy creative diversity, develop critical thinking skills and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes self-discipline and motivation. We will provide and maintain a calm, trusting and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, students, parents and wider community to achieve our vision.



At Newton British School Al Waab, we are dedicated to ensuring that our school community is satisfied with the education we provide. We are a reflective school that aims for excellence and values constructive criticism. The support of the school community is crucial for our success, and we take any complaints against the school very seriously. We are committed to thoroughly investigating any complaints or criticisms and providing a prompt response.

Purpose

- i. To ensure all complaints are handled in a sensitive and appropriate manner.
- ii. To establish a clear line of communication and procedure to follow in the event of a complaint.

Scope

Any parent concerns/complaints regarding pupils in Newton British School and all matters relating to the actions of staff and application of school procedures where they affect the individual pupils concerned, except matters relating to exclusion and admissions, which are subject to separate procedures.

Communication Guidelines

Communication is critical to ensuring the best possible outcomes for individual students. Our school has various communication channels, such as Class Dojo and email and telephone appointments with staff.

If the issue requires further discussion, please make an appointment with the Parent Liaison Manager, Head of Primary or Principal at a mutually convenient time.

Communication Channels

Staff Member	Email Address
Newton British School Al Waab	info.nbs@newtonschools.sch.qa Telephone: 4447 2427
Assistant to the Head of Primary and EYFS - Miss Keana Penney	eyfscordinator.nbsalwaab@newtonschools.sch.qa
Key Stage 1 Coordinator – Mrs. Rebecca McDonough	y1r_nbs@newtonschools.sch.qa
Key Stage 2 Coordinator – Miss Amy Williams	y4r_nbs@newtonschools.sch.qa
Arabic Coordinator – Ms. Aida Yakhlef	aida.yakhlef@newtonschools.sch.qa
Head of Primary and EYFS – Mrs. Katherine Elmalem	katherine.butt@newtonschools.sch.qa – Telephone: 3352 2603
Principal – Mrs. Tracy Dodds	Principal.NBSAlwaab@newtonschools.sch.qa Telephone: 7054 1621
Parent Liaison Manager – Mrs. Ghadeer Khoury	ghadeer.khoury@newtonschools.sch.qa Telephone: 3318 2195

Formal Complaints Guidelines

We accept that parents may occasionally be concerned about a child's learning or well-being. Such concerns are best dealt with *informally* by the relevant teacher, who should be your first point of contact (**Appendix A**). ***In the event of a serious complaint, the following procedure will apply.***

If a parent has a formal complaint that *cannot be resolved informally* (**Appendix A – Step 1 & Step 2**), they should follow the established process:

- Complete a written complaint form (**Appendix C**) and submit by email to the Parent Liaison Manager, outlining the material facts of the complaint. All such complaints must be signed and dated by the complainant and include a daytime contact telephone number.



- The relevant MMT or SMT will then review the complaint and, where appropriate, refer it to the relevant staff member for possible investigation and / or feedback within two working days. At this stage of the investigation, any complaint against an individual is considered 'alleged' until evidenced and proven otherwise. It is important to remember that events can often be misinterpreted, but our teachers have the power to correct these misinterpretations, thereby avoiding the need for any further action.
- If the matter cannot be resolved by the staff member within two working days, it will be passed to the Key Stage Coordinator. Parents will be contacted within three working days with a formal response either by phone, in writing, or at a face-to-face meeting at a designated time. ***The Principal, Head of Primary and Parent Liaison Manager will be informed of all serious complaints and play an active role in such complaints.***
- If a meeting is convened to discuss the complaint during the investigation, parents are expected to attend at the stated time and complete the meeting within the allocated time period. If the parent cannot make the scheduled meeting, they must arrange an alternative time with the school's reception or Parent Liaison Manager. Minutes will be taken in such meetings, and parents are asked to sign them; a copy is then given to them.
- The school will make an Arabic translator available, and any written outcomes will be presented in English and Arabic where appropriate.
- If no clear solution or resolution to the problem is found at the above previous stages, the final decision on how to proceed will rest with the Principal, Head of Primary and Parent Liaison Manager.

The school's policy on parental misconduct is clear. We reserve the right to inform the CEO of parents who are aggressive towards staff and recommend that their children be blocked from re-enrolling. All parents are obliged to adhere to the Parent Code of Conduct to ensure a respectful school community.

- An electronic log is kept detailing the facts of all serious parental complaints, the teacher(s) involved and the investigation outcome.
- Parents wishing to make a formal complaint must follow the above procedure to allow the matter to be investigated thoroughly.
- The SMT, Head of Primary, Principal and Parent Liaison Manager handle serious complaints in an appropriate manner, and this may include:
 - Meeting the complainant in person in an interview situation with the Key Stage Coordinator/Team Leader/teacher and/or pupil present.
 - The collection of factual evidence and witness statements.
 - As an outcome of the investigation, a formal staff disciplinary hearing, if required, will be conducted in the presence of suitable witnesses and the HR Manager.
 - Where necessary, the school will provide the CEO a full report of the complaint and investigation outcome.
- All formal written complaints will be dealt with as promptly as possible, ideally between 2 and 5 work days, as per the timelines detailed above, ensuring that parents' concerns are addressed in a timely manner.



Appeal Process

- Should a complainant be dissatisfied with the way in which a written complaint has been investigated, they may, with CEO approval, request that the matter be referred to an appeal Committee for a hearing. The Committee will include:
 - i. **School Principal** – Mrs Tracy Dodds (as Chairman of the Committee)
 - ii. **Head of Primary and EYFS** – Mrs Katherine Elmalem (as Deputy Chairman of the Committee)
 - iii. **Parent Liaison Manager** – Mrs Ghadeer Khoury (as a member of the Committee and representative for Parent Affairs)
 - iv. **Islamic Education Teacher** – Ms Aida Yakhlef (as a member of the Committee and representative for issues in relation to Qatari culture and the Islamic faith)
 - v. **Teachers with Experience** – Appointed based on the nature of the complaint (as a member of the Committee)

N.b. If deem appropriate one Committee member will be independent of the management and running of the school.

- Parents will be allowed to attend the Committee hearing and be accompanied if they wish. A translator will also be provided.
- The Committee will be invited to make findings and recommendations, and a copy will be given to the complainant and, where relevant, the person complained about, the CEO and the Head of Primary, Principal and Parent Liaison Manager.
- If a complainant is not satisfied with the findings and recommendations of the Committee, they have the right to refer their complaint to the Newton Group MPC Department (**see Appendix B**).
- If a complainant is not satisfied with the findings and recommendations of the Newton Group MPC Department they have the right to refer their complaint to the MOEHE.

Unreasonable Persistent Complaints

Most complaints raised will be valid, and therefore the school will treat them seriously. However, a complaint may become unreasonable if the person:

- Has made the same complaint before, and it has already been resolved by following the school's complaints procedure, makes a complaint that is obsessive, harassing, prolific, defamatory or repetitive.
- Knowingly provides false information.
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaint's procedure.
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to co-operate with this complaint's procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out.
- Changes the basis of the complaint as the investigation goes on.
- Makes a complaint designed to cause disruption, annoyance or excessive demands on school time.
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.
- Documents related to the complaint are missing or incomplete.
- The complaint relates to an incident that happened more than 1 year ago.
- The purpose of the complaint is to serve the self-interest of the complainant.
- The basis of the complaint is based on hearsay and is not substantiated by evidence.

Steps the school will take:

The school will take every reasonable step to address the complainant's concerns and provide a clear statement of the school's position and their options. The school will maintain its role as an objective arbiter throughout the process, including when the Committee meets with individuals. The school will follow the complaints procedure as



normal (as outlined above) wherever possible. If the complainant continues to contact the school in a disruptive way, the school reserves the right to advise the Ministry of Education and Higher Education.

Record Keeping

- Records will be kept of all written complaints indicating whether the complaint was resolved following a formal procedure or proceeded to a Committee hearing.
- A written record will be kept of actions taken by the school due to complaints, regardless of whether they are upheld.
- All details, correspondence, statements and records relating to individual complaints will be kept confidential in accordance with the school Privacy Policy. This confidentiality is maintained at all times, except in cases where local legal requirements permit access.

Reviewed August 2025

Mrs. Tracy Dodds – Principal

Mrs. Katherine Elmalem - Head of Primary and EYFS

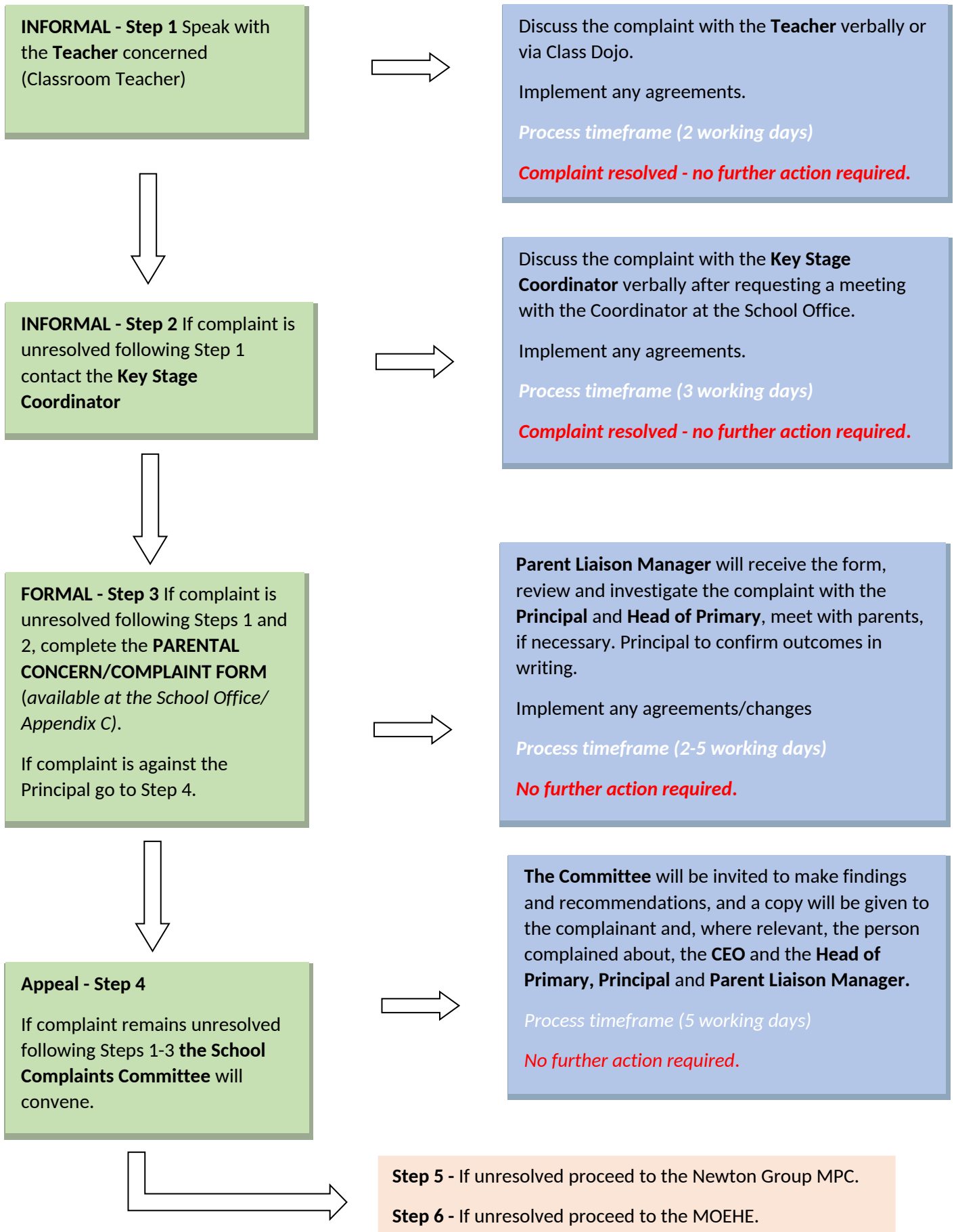
Mrs. Ghadeer Khoury – Parent Liaison Manager

Next Review Date: August 2026



Appendix A

Parental Concern/Complaint Procedure Flow Chart





Appendix B

Newton Group Management of Parent Communication (MPC)

Established by The Newton Group's higher management and overseen by Mr Nasser Al Noaimi, the MPC is a central communication portal for Parents of students in Newton Schools. The purpose of The MPC Department is to create clear communication channels between the Parents and schools and promptly address and resolve concerns.

The important benefits of having this department include:

- supporting Principals and schools
- minimising Parent complaints to the MOEHE and MOI
- strengthening school-parent relationships
- improving the quality of teaching and learning, students' behaviour, etc.

The contact details are:

Landline: 4409 1037

Email: MPC@newtonschools.sch.qa

After School Hours: 7070 9714 and 7071 2145

The MPC Department will share your communication with the Senior Management.

Appendix C



ما تم التوصل إليه مع ولي الأمر (خاصة بالهيدسة فقط)

What was agreed upon with the parent/guardian (For school use only)

رأي ولي الأمر (خاصة بالهيدسة فقط)

Parent/guardian opinion (For school use only)

القرار النهائي للجنة (خاصة بالهيدسة فقط) / Complaints' Committee Decision (For school use only)

Complaint solved and closed

☐

تم تسوية الأمر وإغلاق الشكوى

Complaint unsolved and therefore will be escalated to the committee at MOE

☐

لم يتم حل المشكلة لذلك سيتم تصعيد الشكوى لوزارة التربية والتعليم

Endorsement

نحن أعضاء اللجنة نقر بأن البيانات المسجلة صحيحة، والمعلومات الواردة في الشكوى صحيحة، وأن كافة الإجراءات المذكورة أعلاه قد استكملت.

كما نذكر أنه في حالة عدم مصداقية البيانات الواردة في الشكوى أو تغيير البيانات بأي شكل من الأشكال، فسيتم إبطالها وتعريضنا للمساءلة القانونية. وهذا إقرار منا بذلك.

We, the members of the committee, declare that all the data recorded is correct, the information contained in the complaint is correct, and that all the procedures mentioned above have been implemented/fulfilled.

We also confirm that in the case where the data contained in the complaint is not true or the statements are changed in any way, this will lead to the invalidation of information and will expose us to legal questioning. This is our acknowledgement of that.

Name of Committee Leader/Member:

اسم رئيس اللجنة/عضو اللجنة:

Signature:

التوقيع:

Date:

التاريخ:



Newton British School

An international community of learners striving for excellence and celebrating success



School Stamp:

ختم المدرسة: