

NEWTON INTERNATIONAL ACADEMY LUSAIL

<https://newtonschoools.sch.qa/campuses/newton-international-academy-lusail/>

An International community of learners striving for excellence and celebrating success



Newton International Academy Lusail

Complaints Policy

2026 - 2027



Last Review: August 2026

Next Review: June 2027

Reviewer: Policy Committee

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VISION

An international community of learners, striving for excellence, and celebrating success.

MISSION

We aim to provide the highest quality of education possible for all our students. In doing so, we aim to positively encourage each student to achieve academic excellence, celebrate 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 positive discipline and self-motivation. We will provide and maintain a trusting and caring atmosphere where teaching and learning is meaningful and developed. We will work in partnership with our staff, students, parents and wider community to achieve our vision.

AIM AND SCOPE

The aim of this policy is to provide a clear, fair and accessible process for the effective management and resolution of concerns and complaints raised by parents or carers of pupils at Newton International Academy Lusail.

The school aims to:

- Resolve concerns at the earliest appropriate stage wherever possible.
- Ensure that complaints are considered fairly, consistently and within clearly defined timescales.
- Provide parents with a clear route for progressing a complaint where they are dissatisfied with the response received.
- Ensure that those responsible for considering a complaint are appropriately impartial and have not been directly involved where this would compromise the fairness of the process.
- Maintain appropriate records of formal complaints, outcomes and actions taken.
- Treat information relating to individual complaints confidentially, subject to applicable legal and regulatory requirements.

This policy applies to complaints from parents and carers concerning the provision of education, school services, decisions, actions or conduct for which the school is responsible. Matters that are subject to separate statutory, safeguarding, employment, admissions or other specific school procedures will be managed under the relevant policy or procedure.

DEFINITION OF A CONCERN AND COMPLAINT

For the purpose of this policy:

- A concern is an expression of worry, dissatisfaction or uncertainty about an aspect of school provision that may be capable of being resolved informally.
- A complaint is an expression of dissatisfaction about an action, decision, omission, service or conduct for which the school is responsible and where the parent or carer seeks a response or resolution.

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A concern may become a formal complaint where it cannot be resolved through the informal process or where the parent or carer remains dissatisfied and chooses to proceed to Stage 2 of this policy.

The school will consider the substance of the matter raised rather than the terminology used by the complainant when determining the appropriate procedure to follow.

GENERAL PRINCIPLES

NIA Lusail will manage concerns and complaints fairly, consistently and without prejudice to the pupil or family involved.

The school will:

- Seek to resolve concerns informally and at the earliest appropriate stage wherever possible.
- Ensure that parents and carers know how to raise a concern and how to progress to the formal stages where necessary.
- Consider complaints objectively and provide those involved with an appropriate opportunity to explain their position.
- Ensure that complaints are considered by individuals who are appropriately impartial at each stage.
- Communicate outcomes clearly and within the timescales set out in this policy.
- Keep appropriate records of formal complaints and actions taken.
- Maintain confidentiality throughout the process, except where information must be shared to investigate the complaint properly or where disclosure is required by applicable legal or regulatory requirements.

Raising a concern or complaint in good faith will not adversely affect the treatment, education or support provided to a pupil.

COMPLAINTS OUTSIDE THE SCOPE OF THIS POLICY

Some matters are subject to separate school policies or procedures and will not normally be considered through this complaints process.

These include:

- Safeguarding and child protection concerns.
- Staff grievances or other employment related matters.
- Admissions decisions where a separate admissions procedure applies.
- Pupil behaviour, suspension or exclusion matters where these are addressed through the school's Behaviour Policy and associated procedures.
- SEND matters where these are appropriately addressed through the school's SEND Policy and Learning Enrichment Department procedures.

Where a complaint includes matters that fall under more than one procedure, the school will determine the most appropriate way to manage the different elements and will inform the complainant accordingly.

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STAGE 1: INFORMAL RESOLUTION

Parents and carers are encouraged to raise concerns as early as possible so that they can be addressed promptly and, where possible, resolved informally.

In the first instance, the concern should normally be raised with the member of staff most directly involved, such as the Class Teacher, Form Tutor or relevant school leader.

The member of staff receiving the concern will:

- Listen carefully and seek to understand the nature of the concern.
- Clarify any relevant information where necessary.
- Seek an appropriate resolution or refer the matter to the relevant school leader where further consideration is required.
- Keep the parent or carer appropriately informed of any necessary follow up.

The school will normally acknowledge or respond to an informal concern within two working days. Where further investigation is required, the parent or carer will be informed and provided with an indication of when a further response can be expected.

Where the concern cannot be resolved informally, or the parent or carer remains dissatisfied with the response, they may proceed to Stage 2 and submit a formal complaint in writing.

STAGE 2: FORMAL WRITTEN COMPLAINT

Where a parent or carer remains dissatisfied following Stage 1, they may submit a formal complaint in writing to the Principal or an appropriate member of the Senior Leadership Team.

The formal complaint should clearly set out:

- The nature of the complaint.
- The relevant circumstances and, where appropriate, the steps already taken to resolve the matter.
- The outcome or resolution being sought.

The school will acknowledge receipt of the formal complaint within two working days.

The complaint will be allocated to an appropriate senior leader for consideration and investigation. The person responsible for investigating the complaint should not have been directly involved in the matter where this could affect the fairness or impartiality of the process.

The investigation may include reviewing relevant records, meeting with or obtaining information from those involved and seeking any additional information necessary to reach a fair conclusion.

Formal complaints will be considered by the school's Complaints Committee as appropriate. The Complaints Committee will review the complaint, relevant information and findings of the investigation and will support the determination of appropriate actions and the school's formal response.

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A written response will normally be provided within five working days of receipt of the formal complaint. The response will explain the findings and any actions or recommendations arising from the investigation and consideration by the Complaints Committee. Where the complexity of the complaint requires additional time, the complainant will be informed of the reason for the delay and provided with a revised timescale.

Where the parent or carer remains dissatisfied with the outcome of the formal complaint, they may request that the complaint proceed to Stage 3, a Complaints Panel Hearing.

STAGE 3: COMPLAINTS PANEL HEARING

Where a parent or carer remains dissatisfied following Stage 2, they may request that the complaint be considered by a Complaints Panel.

The Complaints Panel will be appointed by or on behalf of Newton Group Higher Management.

The panel will:

- Consist of at least three people who have not been directly involved in the matters detailed in the complaint.
- Include at least one member who is independent of the management and running of the school.
- Consider the complaint fairly and impartially, taking account of the written complaint, the school's response and any other relevant information.

The parent or carer will be given reasonable notice of the hearing and may attend and be accompanied by another person if they wish.

The panel may meet with relevant individuals and consider appropriate documentation or information necessary to reach its findings.

Following the hearing, the panel will make findings and recommendations and provide a written copy to the complainant and, where relevant, the person complained about. A copy will also be provided to the Principal and Newton Group Higher Management and made available for inspection on the school premises as required.

The written outcome will normally be provided within five working days of the panel hearing.

COMPLAINTS CONCERNING THE PRINCIPAL

Where a complaint concerns the Principal, it should not be investigated or determined by the Principal.

The complaint should be submitted in writing to Newton Group Higher Management, who will appoint an appropriate person to consider and investigate the complaint in accordance with Stage 2 of this policy.

Where the complainant remains dissatisfied with the outcome, the complaint may proceed to a Stage 3 Complaints Panel Hearing.

The Principal will not serve as a member of the panel where the complaint concerns them or where they have otherwise been directly involved in the matters complained about.

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TIMESCALES

The school will seek to manage complaints promptly while allowing sufficient time for appropriate consideration and investigation.

The following timescales will normally apply:

- Stage 1 concerns will be acknowledged or responded to within two working days.
- Stage 2 formal written complaints will be acknowledged within two working days, and a written response will normally be provided within five working days.
- Stage 3 panel hearings will normally be arranged within ten working days of receipt of the request.
- The written findings and recommendations of the panel will normally be provided within five working days of the hearing.

Where a timescale cannot reasonably be met, the complainant will be informed of the reason for the delay and provided with a revised timescale.

FINDINGS, RECOMMENDATIONS AND OUTCOMES

The outcome of a complaint will be communicated clearly to the complainant at the appropriate stage of the process.

Where a complaint is upheld or identifies an area requiring improvement, appropriate action may include:

- An acknowledgement of the matter raised.
- An apology where appropriate.
- An explanation or clarification.
- Appropriate action to address or resolve the matter.
- A review or amendment of relevant school procedures or practice.
- Other reasonable action arising from the findings.

At Stage 3, the Complaints Panel will make formal findings and recommendations. These will be communicated and retained in accordance with the requirements set out in this policy.

The school will ensure that appropriate action arising from a complaint is followed up, regardless of whether the complaint is upheld in full, upheld in part or not upheld.

RECORD KEEPING

The school will maintain an appropriate written record of formal complaints considered under Stage 2 and Stage 3 of this policy.

The record will include:

- The nature of the complaint.
- Whether the complaint was resolved through the formal procedure or proceeded to a Complaints Panel Hearing.

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- The findings and outcome of the complaint.
- Any action taken by the school because of the complaint, regardless of whether the complaint was upheld.
- Relevant correspondence and documentation associated with the complaint.

Formal complaints will be recorded centrally and retained securely. The Complaints Committee will review formal complaints as appropriate to support consistent oversight, follow up and identification of any recurring concerns or areas for improvement.

CONFIDENTIALITY

All complaints will be handled with appropriate confidentiality and sensitivity.

Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required or permitted by applicable legal or regulatory requirements.

Information relating to a complaint will only be shared with those who need access to the information for the purpose of considering, investigating, resolving or overseeing the complaint.

The school will ensure that raising a concern or complaint in good faith does not adversely affect the treatment, education or support provided to the pupil concerned.

PARENT LIAISON AND COMMUNICATION

The school recognises the importance of clear and accessible communication between parents and the school.

The Parent Liaison Officer (PLO) provides a key point of contact between parents and the school and may:

- Receive concerns and enquiries from parents and carers.
- Support communication between parents and relevant members of staff or school leaders.
- Direct concerns to the appropriate person or department for consideration.
- Support appropriate follow-up and communication with families.

The involvement of the PLO does not prevent a parent or carer from raising a concern directly with the relevant member of staff or progressing a complaint through the formal stages of this policy.

Parent Liaison Officer Contact Details

Telephone: +974 3353 9223

Email: plo.nialusail@newtonschools.sch.qa

MANAGEMENT OF PARENT COMMUNICATION DEPARTMENT (MPC)

The Management of Parent Communication Department (MPC) provides a central communication channel for parents across Newton Group of Schools and supports the prompt and effective management of parent enquiries, concerns and complaints.

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Parents may contact the MPC Department directly. Communications received by MPC will be shared with the appropriate Senior Leadership Team and, where necessary, Newton Group Higher Management for appropriate consideration and follow up.

The MPC Department provides an additional communication and escalation route and does not prevent parents or carers from using the school's internal complaints procedure.

MPC Contact Details

Landline: +974 4409 1037

Email: MPC@newtonschoools.sch.qa

After School Hours: +974 7070 9714 or +974 7071 2145

MONITORING AND REVIEW

The Principal and Senior Leadership Team will monitor the implementation and effectiveness of this policy. Formal complaints and their outcomes will be reviewed periodically to identify recurring concerns, patterns or areas where school practice may be improved.

This policy will be made available to parents and carers through the school website and may also be requested directly from the school.

The policy will be reviewed regularly and updated where necessary to reflect changes in school procedures, applicable regulations and accreditation requirements.