



Newton International Academy Barwa

Complaints Policy

*An International Community of Learners,
Striving for Excellence and Celebrating
Success*



NEWTON
INTERNATIONAL
ACADEMY | **BARWA**

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 our 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.

Aim of Policy

- To provide a clear, fair, and accessible procedure for handling complaints in a timely and respectful manner.
- To ensure that all concerns and complaints are addressed appropriately, consistently, and as swiftly as possible, promoting trust and transparency in our school community.
- To support a culture of listening and responsive practice, where feedback—whether positive or critical—is used constructively to improve outcomes for all stakeholders.
- To protect the rights and dignity of all parties involved, ensuring confidentiality and safeguarding the interests of pupils, parents, and staff throughout the complaints process.

Definition:

A complaint is an expression of dissatisfaction about the actions, decisions, or behaviour of an individual or the school, where a response or resolution is explicitly or implicitly expected. This policy applies to complaints raised by parents, carers, or members of the school community that are not covered by other specific policies (such as those related to curriculum, admissions, staff grievances, or the AESN policy). Concerns are typically raised informally at first, often through a class teacher, team leader, or admin staff. Where informal resolution is not possible, a formal complaint may be lodged in accordance with this policy. The process is designed to be fair, transparent, and solution-focused, while ensuring that all parties are treated with dignity and respect.

Newton Group Values



General Principles

The following procedures should not be used for complaints that fall under existing procedures and are therefore covered by other documentation:

Curriculum
Admissions
Additional Education and Special Needs Policy
Staff grievances

Parents can raise concerns by contacting their class teacher team leader or member of admin. If the concern is not resolved informally parents may lodge a formal complaint.

This policy is available for all parents via the school website.

Procedures should be as speedy as possible – consistent and fair to all concerned. Each stage of the procedure will have known time limits. Where it is not possible to meet these, the complainant will be kept informed of progress.

Confidentiality

All concerns and complaints will be treated with confidentiality. It will be made clear to parents that making a complaint will not result in their child being penalised. Complainants will, however, be made aware that some information will have to be shared with those involved in order that the complaint can be investigated. Anonymous complaints will normally be disregarded unless they relate to a serious issue. The Principal and CEO will decide whether the gravity of an anonymous complaint warrants an investigation.

Redress

If the outcome of the complaints procedure shows the school is at fault, redress will be in the form of an acknowledgement that the complaint is valid. It may be appropriate to offer one or more of the following:

- An apology
- An explanation
- A promise that the event complained of will not recur
- An undertaking to review school policies or practices in the light of the complaint

Staff awareness

All staff will be made aware of the procedures, as potentially many will be involved with handling complaints, especially at the informal level. Staff have clear information about which staff have responsibilities so that parents do not get continually passed from one to another.

Support for a member of staff complained against

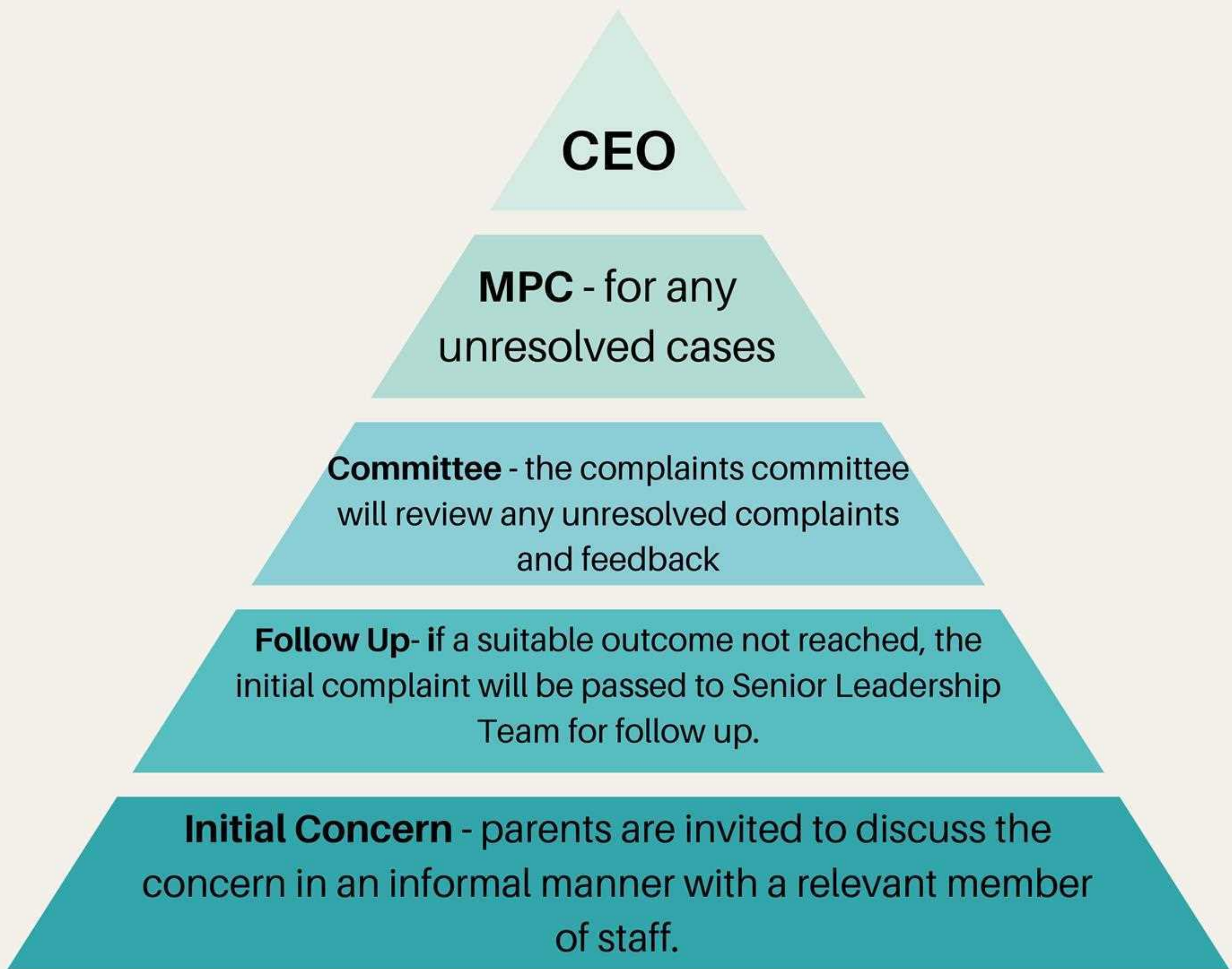
Staff who may be questioned as part of the investigation of a complaint will be treated fairly and they will always have the opportunity to put their case. A friend or representative may accompany them at any stage. The complaints procedure is distinct from formal disciplinary proceedings for staff and this will need to be made clear to all concerned. However there may be occasions when a complaint leads to a disciplinary procedure which puts the complaints process on hold. If so, the complainant should be informed of this, without going into details, and updated regularly on likely further delay. After the disciplinary process is completed it will be necessary to decide what further response to the complainant is required.

Record keeping

Complaints are recorded and monitored regularly by staff by using a standard proforma (see appendix 1). Records of these are kept in the child's class file. The Principal keeps a central file for complaints which are not resolved immediately and therefore investigated by her. Recording begins at the point when an initial concern or complaint cannot be resolved immediately but needs some investigation and/or consultation with others in school and a subsequent report back to the parent.



Complaint Process



Initial Concern - Response will be within two working days, parents will be contacted if further time is required with expected deadline.

Follow Up - This will typically take four working days, if any further time is required to investigate you will be contacted by the school. The leadership team will meet with parents to discuss the outcome of any investigation.

Committee - The complaints committee will meet to discuss any cases that have not been resolved by step one or two. The complainant will receive a written response from the complaints committee outlining the outcomes to their investigation, reasons for decision and actions to be taken. This process can take up to 7 working days to complete.

MPC and CEO - Responses are immediate and outcomes within 10 working days, communication of timelines will be given if further time is required.

Appendix - Contact Details

School Contact Details:

School Phone +974 6606 3395 (Main Building), +974 4001 6401 (Main Reception)+974 4001 6403 (Oryx) - 40016402 (Pearl)
Email (PLO) plo@nia-newtonschools.com
Email (Accounts) asmaa.elshall@nia-newtonschools.com or jinane.almounajjed@nia-newtonschools.com
Email(Registrar)nour.ismail@nia-newtonschools.com or gabriela.marillier@nia-newtonschools.com
Email (Principal) nadia.january@nia-newtonschools.com

The Management of Parent Communication Department (MPC)
This department is a central communication portal for Parents.
The contact details are:

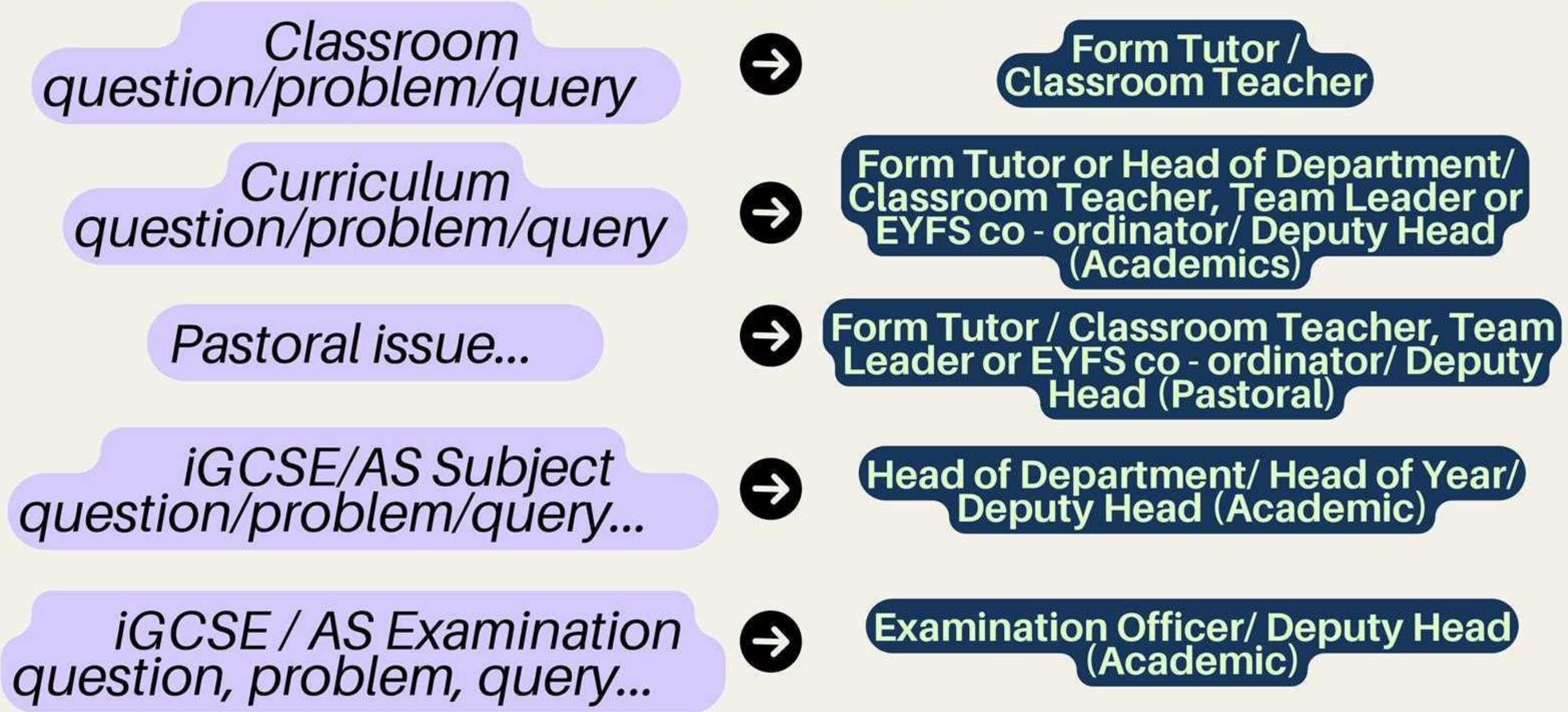
- Landline : 4409-1037
- Email: MPC@newtonschools.sch.qa
- After School Hours : 7070-9714 and 7071-2145

The purpose of The Management of Parent Communication (MPC) department is to create clear communication between the Parents and schools and to address and resolve concerns promptly. Once you contact the MPC Department, your communication will be shared with the Senior Management of your child’s school who will address this with you directly. We welcome receiving your compliments, enquiries and / or concerns.

Complaints Committee

This committee is made up of staff from across all areas of the school both management and teaching staff. The role of this committee is to ensure that decisions regarding serious complaints are investigated thoroughly and fairly. This committee meets within two working days of complaint.

Communication Guidelines



If the issue requires further discussion, an appointment can be made with the respective Head of School, Deputy Principal or Principal at a mutually convenient time. In the event of a serious complaint the flowchart procedure (appendix) will apply.



If you have a concern or a complaint:

We would like you to tell us about it. We welcome your suggestions for improving our work in school. Be assured that no matter what you want to tell us, our support and respect for you and your child in school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem that happened some time ago.

What to do first:

Most concerns and complaints can be sorted out quickly by speaking with your child's Class Teacher.

If you have a complaint that you feel should be looked at by a member of SLT in the first instance, you should make an appointment to see the relevant Coordinator/Head of School to discuss the problem face to face. You can do this by ringing the school, speaking to the Reception Staff or email/write to the Key Stage Coordinator directly.

All staff will make every effort to solve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again.

What to do next:

If you are dissatisfied with the Teacher's initial response (or with the Team Leader's initial reaction if they have been involved) you can make an appointment to see the Deputy Head of Primary, the Head of Primary or the Deputy Principal. This should be done via the Reception Staff.

Further Action:

The problem will normally be solved by this stage. However, if you are still not happy you may wish to speak with the Principal. You need to make an appointment via reception in order to do this. She will take details from you and if necessary, investigate the complaint on your behalf and will contact you with her findings and what action has been taken.

At this point the Principal will work with the complaints committee to investigate further.

Please note that if the outcome of the complaints procedure shows the school is at fault, redress will be in the form of an acknowledgement that the complaint is valid. You may also receive one of the following if deemed appropriate:

- An apology
- An explanation
- A promise that the event complained of will not recur
- An undertaking to review school policies or practices in the light of the complaint

Appendix - Impact - Flow Chart

If you have an issue or complaint...



Have you spoken to your child's class teacher or team leader?



Yes

Was the issue resolved?



No

Have you spoken with reception to arrange a meeting with the leadership team?



Yes

Was the issue resolved?



No

Contact your child's class teacher or team leader to discuss the complaint.



Was the issue resolved?

No

Have you written a formal complaint to put forward to the complaints committee?



Yes

Was the issue resolved?



No

You should write to or contact the MPC department.