



Communication and Complaint Procedure at NIA

There are a number of avenues of communication within our School, eg. newsletters, planners, dojo, email and phone appointments with staff. Communication is a critical aspect of ensuring the best possible outcomes for individual students. In the first instance please contact your child's Form Tutor/Class Teacher to make an appointment to discuss any areas of concern. If you are uncertain who to contact or need further clarification or issues are not resolved, please contact Main reception on 40016401, Oryx - 40016403, Pearl - 40016402 or email plo@nia-newtonschools.com for advice on further action.

It is not usually possible to speak to teaching staff during school hours, except during first or second break, if they are not on duty.

Should you need to contact Staff, kindly email or telephone and make an appointment to meet or leave your name and a message so that staff may return your call. Please remember to allow sufficient time for staff to return your email/call dependent upon their teaching and pastoral duties on any given day.

Students must obtain permission to use the reception telephone. It is only to be used in 'emergency' situations.

Communication Guidelines

Any questions, queries, issues or concerns should be passed through the correct communication channels as shown on the following Communication Chart next page.

Classroom question, problem or query		Form Tutor - Classroom teacher
Curriculum question, problem, query		Form Tutor - Classroom teacher / Head Of Department / Deputy Academic / EYFS Coordinator
Pastoral issue		Form Tutor - Classroom teacher / Year leader / Deputy Pastoral/EYFS Coordinator
IGCSE/AS Subject question, problem, query		Head Of Department / Head of Year / Deputy Academic



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 following procedure will apply.

Complaint Guidelines

1. Serious grievances or formal complaints should be handled following a clear line of communication and investigated following a process of due diligence. If a parent has a formal complaint that can't be resolved informally they should:
2.
 - a) Complete in writing a letter outlining the material facts of the complaint, returning this by hand or by email to a member of SMT. All such complaints must be signed and dated by the complainant and include a day time, contact telephone number.
 - b) A member of the SMT will 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 will be considered 'alleged' until evidenced and proved otherwise. Events can often be misinterpreted, which can easily be corrected by the teacher, avoiding the need for any further action.
 - c) If the matter cannot be resolved by the Class, Form tutor or Year leader within two working days it will be passed to the relevant Deputy Head or Head Teacher for investigation. Parents will be contacted within three working days with a formal response either by phone, in writing or at a face-to-face meeting.
 - d) If a meeting is convened to discuss the complaint during the investigation, parents are expected to attend the meeting at the time stated and have the meeting completed within the allocated time period. If the parent cannot make the scheduled meeting then they will need to arrange an alternative time with the schools front Office. An Arabic translator will also be made available and any written outcomes presented in English and Arabic where appropriate.
 - e) 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 Deputy Principal and Principal.
 - f) The school reserves the right to inform the CEO of Parents who are aggressive towards staff and recommend that their children are blocked from re-enrolling in the future



g) An electronic data base is kept by each Head teacher detailing the facts of all serious parental complaints, the teacher(s) involved and the investigation outcome.

3. Parents wishing to make a formal complaint must follow the above procedure, to allow the matter to be thoroughly investigated.
4. The SMT team, Deputy Principal and Principal handle serious complaints in an appropriate manner and this may include:
 - Meeting the complainant in person in an interview situation with the Head teacher / teacher and /or pupil present.
 - The collection of factual evidence and witness statements
 - As an outcome of the investigation conducting a formal staff disciplinary hearing if required, in the presence of suitable witnesses and the HR Officer.
 - Where necessary, providing a full report of the complaint and investigation outcome, to the CEO.
5. All formal complaints will be dealt with as promptly as possible, ideally between 2 and 5 work days as per the timelines detailed above.
6. Where the parent is not satisfied with the response to the complaint, it can be referred to a panel hearing. The panel will be appointed by the CEO and:
 - Consist of at least 3 people who were not involved in matters detailed in the complaint.
 - Have one panel member who is independent of the management and running of the school.
 - Allows for the parent to attend and be accompanied if they wish.
 - Is available for inspection on the school premises by the CEO and the principal.
 - Provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is provided to the complainant, and where relevant, the person complained about.

To continue to build stronger communication between parents and schools, we also have the **Management of Parent Communication (MPC)** department to assist parents with another platform to share information. This department is a central communication portal for all Newton Parents.

The contact details are: Landline : 4409-1037, Email: MPC@newtonschools.sch.qa

After School Hours: 7070-9714 and 7071-2145