



Newton British Academy, Barwa City
www.nbabarwacity.newtonschools.sch.qa
*An International community of learners striving for
excellence and celebrating success*

Newton British Academy
Barwa City Campus

Newton British Academy, Barwa City, Doha, Qatar
Parent Complaints & Handling Procedure 2025-2027

At Newton British Academy, Barwa City we are committed to ensuring that our school community is happy and content with the educational provision that we provide. We are a reflective school that strives for excellence and hence welcome constructive criticism. We appreciate that the support of the school community is vital for the success of the school and hence take any complaint made against the school very seriously. Any complaint or criticism of the school will be investigated and a response will be issued in a timely manner.

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 serious complaint.

NBA Barwa Parent Complaint Committee

All complaints can be referred to the Parent Liaison Officer

Randa Abdelmalak

Email: pllofficer@nbabarwa.com

EYFS	Primary	Secondary	SLT
EYFS Coordinator Ayesha Downey Email: adowney@nbabarwa.com	Head of Primary Ella O'Leary Email: eoleary@nbabarwa.com	Head of Secondary Darren Jones Email: djones@nbabarwa.com	Principal Liam McLoughlin
Team Leader - Oryx Jane Venter Email: jventer@nbabarwa.com	Deputy Head of Academics Caitlin McGowan Email: cmcgowan@nbabarwa.com	Deputy Head of Academics Shane Hanna Email: shanna@nbabarwa.com	Deputy Principal Tatum Julies
Team Leader - Pearl Megan Morton Email: mmorton@nbabarwa.com	Deputy Head of Pastoral Jade Hanna Email: jgillen@nbabarwa.com	Deputy Head of Academics Shakira Francis Email: sfrancis@nbabarwa.com	
		Deputy Head of Pastoral Daniel Crouch	

P.O. Box: 8449, Doha, Qatar

Telephone: 4006 1501, 4035 7601, 4035 7602, 4035 7603, 4035 7604

EYFS Oryx Telephone: 4006 1502 **EYFS Pearl Telephone:** 4006 1503

Email: info.NBA@newtoninternationalschool.edu.qa



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		Email: dcrouch@nbabarwa.com Deputy Head of Pastoral Rebecca Kealey Email: rkealey@nbabarwa.com	
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Complaints should be dealt with by NBA Barwa but parents also have the option to contact The Newton Group Management of Parent Communication Department.

Newton Group Management of Parent Communication

This department is a central communication portal for Parents of students in Newton Schools.

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

GUIDELINES

We accept that from time-to-time parents may have a concern which is affecting a child's learning or well-being. Such concerns are best dealt with *informally* by the relevant Class or Subject teacher, who should be your first point of contact. More serious grievances or formal written complaints are 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:

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- Complete in writing an email outlining the material facts of the complaint, returning this Parent Liaison Officer or relevant person. All such complaints must be signed and dated by the complainant and include a day time, contact telephone number.
- The relevant MMT/SMT or SLT 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 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.
- 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 of School 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 at a designated time. The Principal and Deputy Principal will be informed of serious complaints and play an active role within such complaints.
- 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 school's reception or PLO. Minutes will be taken in such meetings and parents are asked to sign them, a copy is then given to them.
- An Arabic translator will also be made available and any written outcomes 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 and Deputy Principal.
- 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. All Parents are obliged to adhere to the Parent Code of Conduct in this regard.
- An electronic log is kept for each section of the school 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 thoroughly investigated.

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- The SMT/SLT 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 of School/MMT member / 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.
- 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.

Appeal process:

- Should a complainant be dissatisfied with the way in which a written complaint has been investigated, they may, with CEO approval, request the matter be referred to an appeal panel, for a panel hearing.
- If an appeal hearing is granted, the CEO in liaison with the Principal will appoint a panel consisting of at least three people, who have not been directly involved in the matters detailed in the complaint. One panel member will be independent of the management and running of the school.
- Parents will be allowed to attend the panel hearing and be accompanied if they wish. A translator will also be provided.
- The panel will be invited to make findings and recommendations and a copy of these findings and recommendations will be given to the complainant and where relevant the person complained about, CEO and SMT / Principal.
- Written records will be kept of all written complaints indicating whether the complaint was resolved following a formal procedure, or proceeded to a panel hearing



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- A written record will be kept of actions taken by the school as a result of 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, except in cases where local legal requirements permit access.

NGS Complaint committee:

In order to build stronger communication between parents and schools, the higher management established the **Management of Parent Communication (MPC)** department last academic year which is managed by **Mr. Nasser Al Noaimi**.

The important benefits of having this department include:

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

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Policy reviewed annually
Reviewed: August 2025