

# 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

2025 - 2026



**Last Review:** August 2025

**Next Review:** June 2026

**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 our pupils of all abilities. In doing so, we aim to positively encourage each pupil 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, pupils, parents, and the wider community to achieve our vision.

## **Aim of Policy**

At Newton International Academy Lusail, we are committed to fostering a school environment built on mutual respect, transparency, and accountability. The aim of this policy is to provide a clear, fair, and accessible framework for addressing complaints and concerns raised by parents, carers, or other members of the school community.

Through this policy, we aim to:

- Ensure that any concerns or complaints are taken seriously, dealt with consistently, and resolved in a timely and respectful manner
- Promote a culture of open communication where feedback, whether appreciative or critical, is welcomed and used constructively to inform continuous improvement
- Build and sustain trust among all stakeholders by demonstrating responsiveness and a commitment to listening and learning from experiences
- Protect the rights, privacy, and dignity of all parties involved, ensuring that the process is handled with sensitivity, impartiality, and in accordance with the highest standards of professionalism
- Uphold the school's vision of celebrating success and striving for excellence by ensuring that all concerns are addressed with care, objectivity, and a solution-focused approach

This policy underscores our belief that constructive feedback is a vital tool in our journey toward school excellence and community satisfaction.

## **Definition**

A complaint is defined as any expression of dissatisfaction, whether written, verbal, or digital, about the actions, decisions, omissions, or conduct of an individual member of staff or the school as a whole, where a response, resolution, or change is explicitly or implicitly expected by the complainant.

At Newton International Academy Lusail, this policy applies specifically to complaints raised by parents, carers, or members of the school community that do not fall under separate policies or procedures such as those relating to curriculum matters, staff grievances, safeguarding, disciplinary procedures, or the Additional Educational Support Needs (AESN) policy.

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In most cases, concerns are initially raised informally, often with a class teacher, team leader, or member of the administrative team. The school encourages early dialogue and resolution at this stage. However, if an informal solution is not possible or satisfactory, a formal complaint may be submitted in line with this policy. This process is designed to be transparent, fair, and focused on achieving a resolution that upholds the rights and dignity of all individuals involved, while also supporting the continued development and improvement of the school.

## General Principles

The following procedures should not be used for complaints that are already addressed through other policies and therefore fall under separate documentation. These include complaints related to:

- Curriculum
- Admissions
- Additional Education and Special Needs (AESN)
- Staff grievances

Parents and carers are encouraged to raise concerns in the first instance by contacting the class teacher, team leader, or a member of the administrative team. The school prioritises early resolution through informal discussion whenever possible. If, however, a concern cannot be resolved informally, parents may proceed to lodge a formal complaint following the procedures outlined in this policy.

This policy is made available to all parents and members of the school community via the school website. Procedures should be conducted as quickly as possible, while remaining consistent and fair to all parties involved. Each stage of the complaints process will be subject to clear timeframes. If it is not possible to meet a given deadline, the complainant will be updated on the progress of their complaint and informed of the reason for the delay.

## Confidentiality

All concerns and complaints will be handled with the utmost confidentiality. Parents will be assured that raising a concern or making a complaint will not result in their child being penalised in any way. However, complainants will be made aware that some information may need to be shared with relevant individuals in order for a proper investigation to take place.

Anonymous complaints will typically not be pursued unless they relate to a serious safeguarding or child protection issue. In such cases, the Principal and the CEO will jointly determine whether the nature of the complaint warrants further investigation.

## Redress

If the outcome of the complaint's procedure shows that the school is at fault, redress will be offered. This may include one or more of the following:

- A formal acknowledgment that the complaint is valid
- A sincere apology

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- A clear explanation of the circumstances
- A commitment that the incident will not recur
- A review of school policies or procedures considering the complaint

## **Staff Awareness**

All staff will be fully informed about the complaint's procedures. As staff at all levels may be involved in addressing informal concerns or complaints, it is essential they understand their roles and responsibilities in the process. Clear internal communication ensures that parents are directed appropriately and not passed from one staff member to another unnecessarily.

## **Support for a Member of Staff Complained Against**

Staff members who are the subject of a complaint will be treated fairly and given the opportunity to present their perspective. They may be accompanied by a friend or representative at any stage of the process.

It must be clearly communicated that the complaints procedure is separate from formal disciplinary processes. However, should a complaint lead to the initiation of disciplinary action, the complaints process will be paused. The complainant will be notified that the matter is under investigation, without disclosing specific details, and will be updated regularly about the likely duration of the delay. Once the disciplinary matter has concluded, the school will determine whether further communication or response is required under the complaint's procedure.

## **Record Keeping**

Complaints will be documented and monitored through a standardised process using a designated complaint proforma (see appendix 1). Records of informal complaints will be maintained in the student's class file. More serious or unresolved complaints, which require investigation by senior leadership, will be logged in a central complaints file held by the Principal.

Recording begins at the point where a concern cannot be immediately resolved and requires further investigation, consultation, or follow-up with the parent. These records support the school's commitment to transparency, consistency, and continuous improvement.

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## **Initial Concern**

Response will be within two working days. Parents will be contacted if further time is required, along with an 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 of their investigation, reasons for the decision, and actions to be taken. This process can take up to seven working days to complete.

## **MPC and CEO**

Responses are immediate and outcomes expected within ten working days. Communication of timelines will be given if further time is required.

## **School Contact Details**

Phone: +974 (Main Building), +974 (Main Reception), +974 (EYFS)

Email (Admin): [admin.nialusail@newtonschoools.sch.qa](mailto:admin.nialusail@newtonschoools.sch.qa)

Email (Accounts): [accounts.nialusail@newtonschoools.sch.qa](mailto:accounts.nialusail@newtonschoools.sch.qa)

Email (Registrar): [registrarnialusail@newtonschoools.sch.qa](mailto:registrarnialusail@newtonschoools.sch.qa)

Email (Principal): [principalnialusail@newtonschoools.sch.qa](mailto:principalnialusail@newtonschoools.sch.qa)

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## 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 parents and the school, 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 the matter with you directly. We welcome your compliments, enquiries, and concerns.

## Complaints Committee

This committee is made up of staff from across all areas of the school, including 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 receiving a complaint.

## COMMUNICATION GUIDELINES - NIA LUSAIL

Classroom question/concern/query		Form Tutor / Classroom Teacher
Curriculum question/concern/query		Form Tutor or Head of Department / Classroom Teacher / Team Leader or EYFS Coordinator / Deputy Head (Academic)
Pastoral inquiries		Form Tutor / Classroom Teacher / Team Leader or EYFS Coordinator / Deputy Head (Pastoral)
IGCSE/AS Subject question/concern/query		Head of Department / Head of Year / Deputy Head (Academic)
IGCSE/AS Examination question, concern, query		Examination Officer / Deputy Head (Academic)

If an issue requires further discussion beyond the initial communication channels, an appointment may be scheduled with the relevant Head of School, Deputy Principal, or Principal at a mutually convenient time.

## If You Have a Concern or a Complaint

At NIA Lusail, we welcome feedback from parents and carers as a valuable part of our commitment to continuous improvement. If you have a concern or complaint, we encourage you to raise it as early as possible so it can be

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addressed promptly and effectively. Please be assured that raising a concern will not affect the support or respect that you and your child receive in school.

## **What to Do First**

In most cases, concerns can be resolved quickly and informally by speaking directly with your child's Class Teacher or Form Tutor. If you believe the issue needs to be addressed at a higher level, you may request an appointment with the relevant Key Stage Coordinator, Team Leader, or Head of School. You can do this by contacting the school reception or emailing the appropriate staff member.

Our staff will listen to your concern carefully, ensure they understand your perspective, and explain the situation from the school's point of view. You will also be given the opportunity to suggest how you would like the issue to be resolved. While we may not always agree, this dialogue helps clarify expectations and can often prevent similar issues in the future.

## **What to Do Next**

If you are not satisfied with the initial response, you may request a meeting with a more senior member of staff, such as the Deputy Head of Primary, Head of Primary, or Deputy Principal, depending on your child's phase. Appointments should be made through the school reception.

## **Further Action**

If the concern remains unresolved after this stage, you may request a meeting with the Principal. The Principal will review the matter and may conduct a further investigation, after which you will receive a formal response explaining the findings and any actions taken.

If needed, the matter will be referred to the Complaints Committee for further investigation.

## **Possible Outcomes**

If the outcome of the complaints process shows that the school was at fault, redress may include:

- An acknowledgement that the complaint is valid
- An apology
- An explanation of what occurred
- A commitment that the incident will not recur
- A review of school policies or procedures in light of the complaint

Our goal is always to resolve concerns constructively, fairly, and in a timely manner. Thank you for working with us to ensure the best possible experience for all members of the NIA Lusail community.