



Newton

International School D-Ring Road

An International Community of Learners Striving for Excellence and Celebrating Success

Complaints Policy

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General Principles

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
- Exclusions
- Special Educational Needs
- Staff grievances

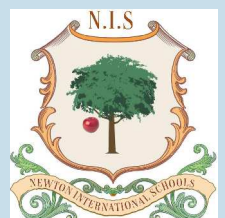
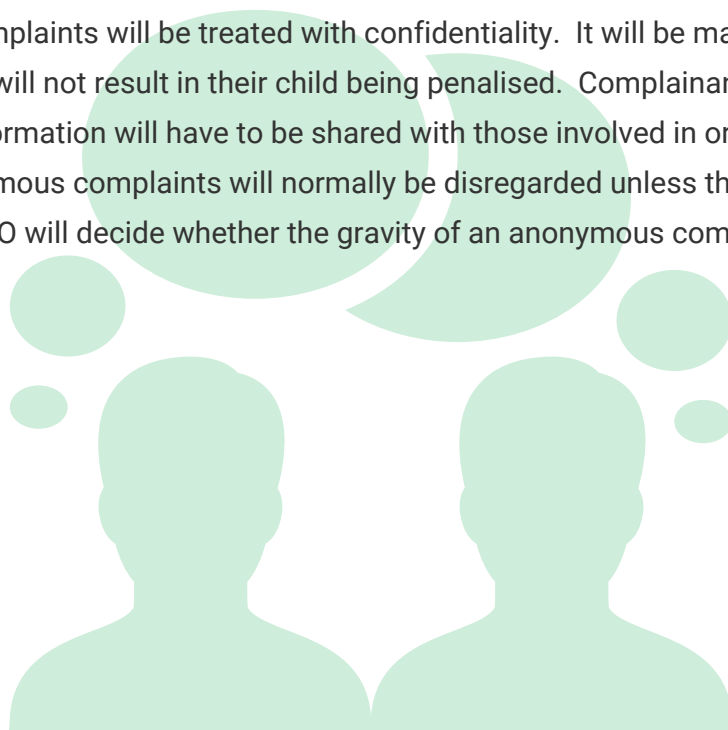
Parents can raise concerns by contacting their class teacher, a member of SMT or the Principal. If the concern is not resolved informally parents may lodge a formal complaint. The procedure for lodging a formal complaint is contained within this policy. This policy is available for all parents via the Parent Handbook.

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.



General Principles

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.

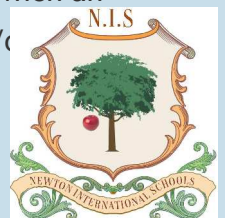
Support for a member of staff complained against

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

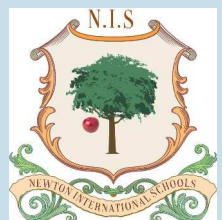
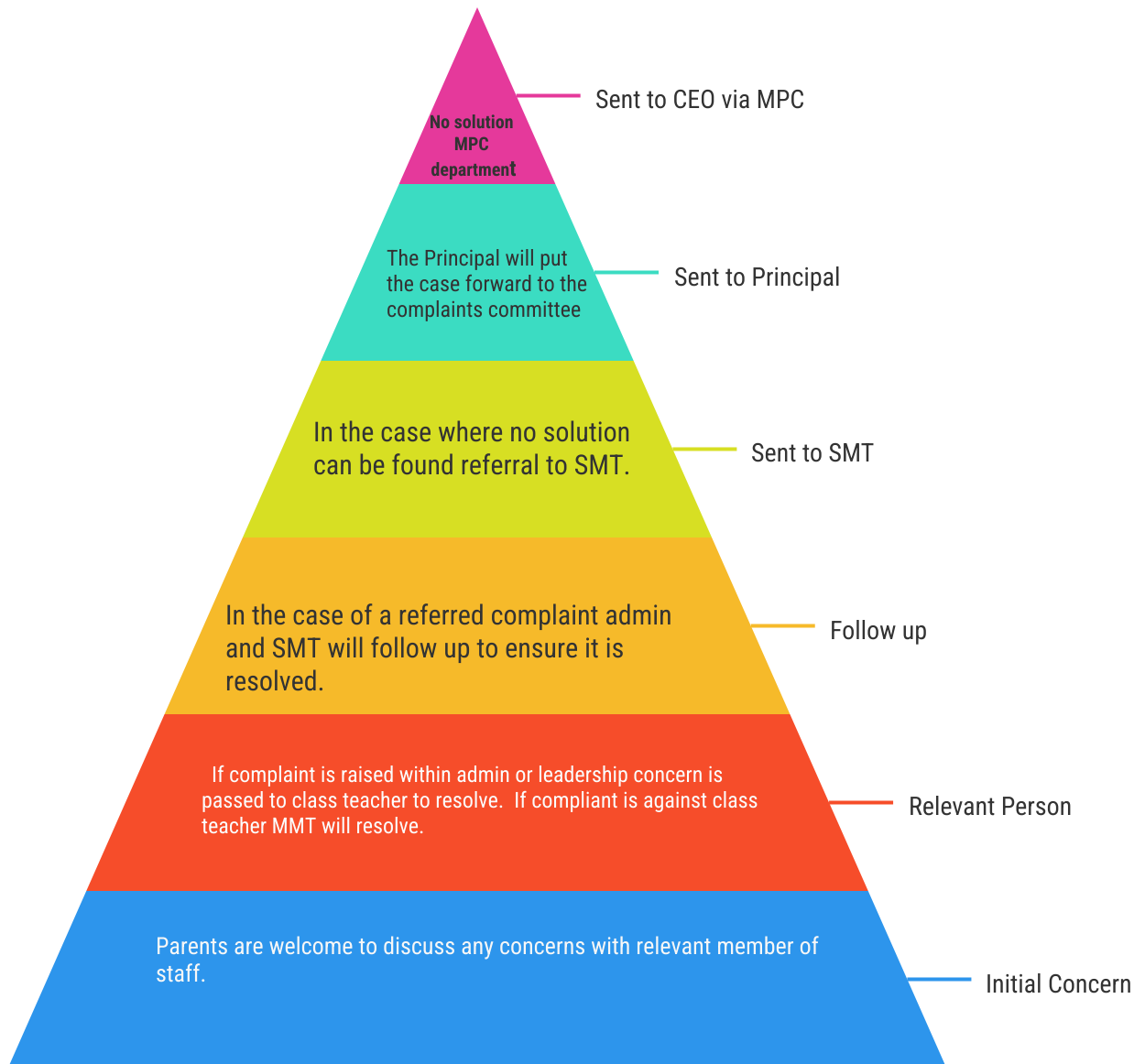
Complaints are recorded and monitored regularly by staff by using a standard proforma (see appendix 1). Records of these are kept in the child's class file. The Principal keeps a central file for complaints which are not resolved immediately and therefore investigated by her. Recording begins at the 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.



Implementation

Process

Complaint Process



Implementation

Referral to the Principal



Acknowledge

The Principal (or designated person) will acknowledge the complaint in writing within three working days of receiving the written complaint. The acknowledgement will give a brief explanation of the school's complaints procedure and a target date for providing a response to the complaint. This should normally be within ten working days. If this proves impossible, a letter will be sent explaining the reason for the delay and giving a revised target date.



Investigate

The Principal will provide an opportunity for the complainant to meet them to supplement any information provided previously.
If necessary, the complaints committee will interview witnesses and take statements from those involved or delegate another member of SMT to do that on their behalf. If the complaint centres on a student, the student should also be interviewed. If a member of staff is complained against, they must have the opportunity to present their case (see General Principles).
The Principal will keep written records of meetings, telephone conversations and other documentation.



Feedback

Once all the relevant facts have been established as far as possible, the Principal work with the complaints committee and produce a written response to the complainant, including a full explanation of the decision and the reasons for it. Where appropriate, this will include what action the school will take to resolve the complaint. The complainant may also be advised that should they wish to take the complaint further, they should inform the CEO within 14 days of receiving the letter.
If the complaint is against the Principal, or if the Principal has been closely involved at Stage 1, the CEO will carry out all the Stage 2 procedures.



Implementation

Appeal Decision



Appeal

In the event of an appeal the complainant should send written notice to the CEO via the Newton Group MPC Department, outlining the nature of the complaint and specify the nature of the expected outcome. In the case of appeal being in relation to a suspension or exclusion it will be at the CEO discretion to suspend or exclude pending the outcome of appeal.



Panel

The CEO will appoint a panel of external members one of which is independent of the school.

Complainant will be invited to attend panel and be accompanied by a support person if the so wish. During period between appeal being submitted and the panel hearing, the panel may collect information and conduct interviews. A summary of these will be provided to complainant.



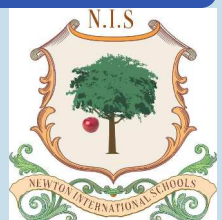
Hearing

Three days prior to the hearing the complainant must provide the panel with copies of all information they will rely on during the hearing.

If possible the panel will resolve the complaint immediately. Where further investigation is required the panel will communicate with complainant next steps.

Within 10 day of the hearing the Panel Chair will submit a summary of findings and recommendations to the complainant, Principal and CEO.

The panel findings are final.



Appendix

The Management of Parent Communication Department

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.



Appendix

Complaints Flow Chart

