



## **Parental Concern/Complaint Policy Procedure**

### **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 complaint.

### **SCOPE**

Any parent concerns/complaints regarding pupils in Newton International School and all matters relating to the action of staff and application of school procedures where they affect the individual pupils concerned, except matters relating to exclusion and admissions which are subject to separate procedures.

### **DEFINITIONS**

“Complainant”: Parents and/or Guardians of child who attends Newton International School.

### **GUIDELINES:**

1. The procedure is designed to ensure that, wherever possible, an informal resolution is attempted.
2. An anonymous complaint shall not be investigated under this procedure unless there are exceptional circumstances.
3. To allow for a proper investigation,, complaints shall be brought to the attention of the school as soon as possible. Any matter raised more than 3 calendar months after the event being complained of will not be considered, unless there are exceptional circumstances.
4. Serious grievances or formal complaints shall be handled following a clear line of communication and investigated following a process of due diligence.
5. The Parent Liaison Manager and Principal strive to handle serious complaints in an appropriate manner and this may include:
  - Meeting the complainant in person in an interview situation with the 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.
  - Where necessary, providing a full report of the complaint and investigation outcome, to the CEO.
6. All formal complaints shall be dealt with as promptly as possible, ideally between 3 and 7 working days.

## PROCEDURE

### - Informal Stage

**Step 1:** The complainant is normally expected to communicate directly with the teacher concerned. This may be by letter, via Class Dojo or in person by appointment. Many concerns can be resolved by simple clarification from the teacher or by providing more information, and it is anticipated that most complaints will be resolved by this informal stage. A written record of a complaint within this stage of the procedure shall only be kept if the complainant specifically requests this.

**Step 2:** If the complaint is not resolved by meeting with the teacher concerned, the complainant shall arrange to meet the Team Leader or Curriculum Coordinator to discuss their concern/complaint.

*If the complainant communicated the concern/complaint directly to the Principal or the Parents Liaison Manager, and without going through Step 1 and Step 2, the aforementioned shall review the complaint and take one of the following steps depending upon how serious they consider the complaint to be:*

- *Refer it to the relevant teacher for investigation and / or feedback within three working days.*
- *Refer it to the Team Leader or Curriculum Coordinator for Investigation /feedback within three working days.*
- *Carry out an investigation themselves if the complainant is deemed serious enough.*

### - Formal Stage

**Step 3:** If the complaint is not resolved at the informal stage the complainant shall put the concern/complaint in writing, preferably by completing *Appendix A* which is available at the reception desk in the office. The complainant should sign the form, include details and material facts of the complaint, names of potential witnesses, dates and times of events, and contact details of the complainant. The Parent Liaison Manager in conjunction with SLT shall review the complaint and carry out an investigation.

Both, Parent Liaison manager and the investigating SLT member, may request a meeting with the complainant to clarify the complaint. If a meeting is convened to discuss the complaint during the investigation, Complainant is expected to attend the meeting at the time stated and have the meeting completed within the allocated time period. If the complainant cannot make the scheduled meeting, then they will need to arrange an alternative time with the school's front Office. Minutes of meetings shall be taken at this stage.

The investigating SLT member shall collect other evidence, as he/she deems necessary. Where this involves an interview with a member of staff, who is the subject of the complaint, a friend or representative may accompany that member of staff if they wish.



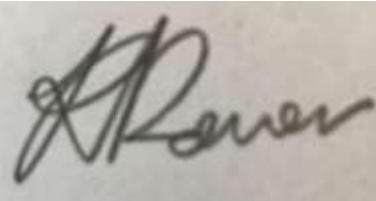
**At this stage of the investigation, any complaint against an individual will be considered 'alleged' until evidenced and proved otherwise. Events can often be misinterpreted, which can easily be corrected by the teacher, avoiding the need for any further action.**

When the investigation has been concluded, the complainant shall be contacted with a formal response of the outcome and action the school may be taking either by phone, in writing or at a face-to-face meeting as a response to the complaint.

**Step 4:** if no clear solution or resolution to the problem is found at the above previous stages, the final decision on how to proceed shall rest with the Principal and Parent Liaison Manager.

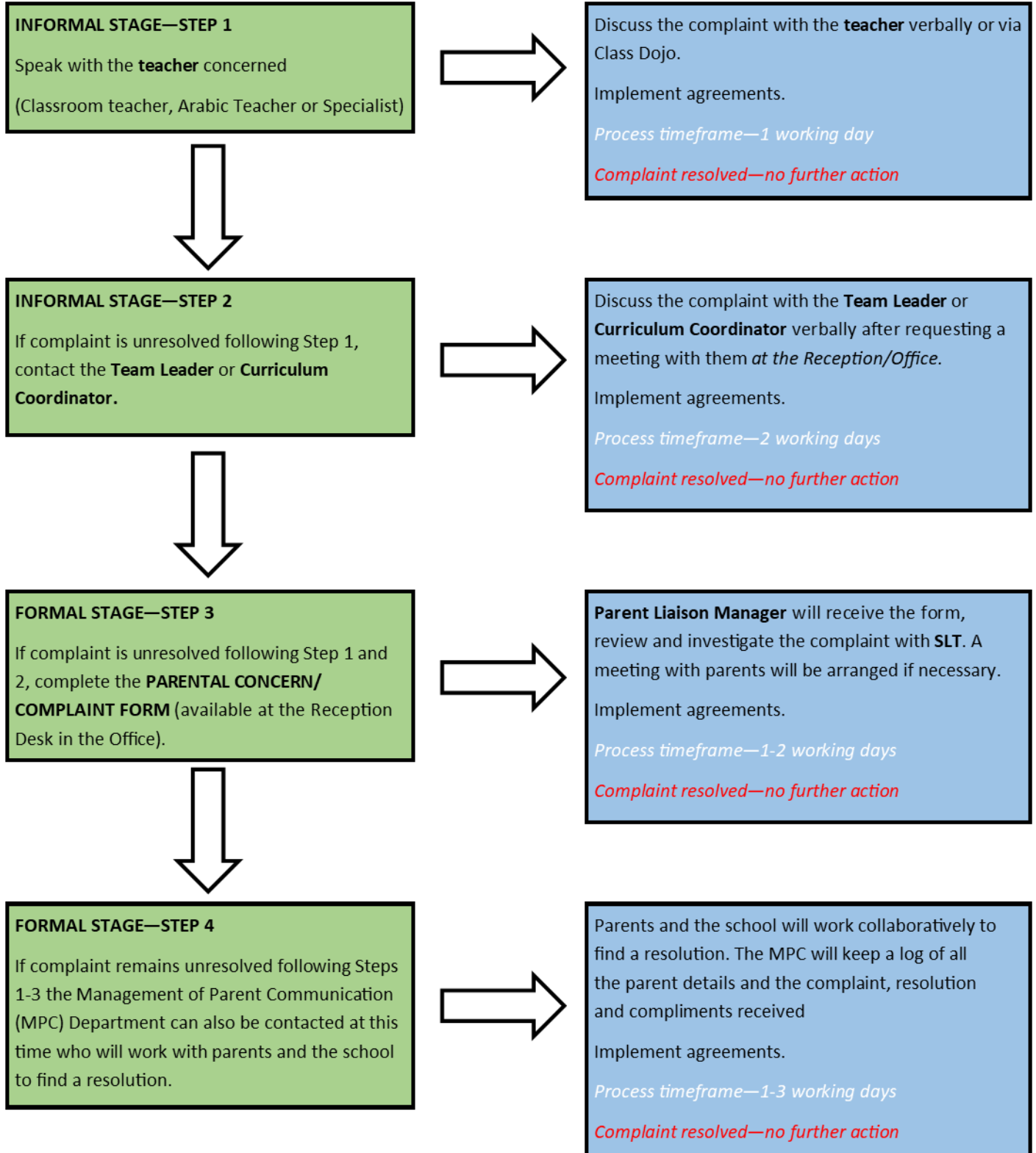
The Management of Parent Communication (MPC) Department can also be contacted at this time who will work with parents and the school to find a resolution.

Reviewed by:

Principal's Signature	Head of Primary's Signature	EYFS Coordinator
		

## Appendix A:

### Parental Concern/Complaint Policy Procedure



**Parental Concern/Complaint Form from Admin**

Please complete this form and return it to the Principal/Parents Liaison Manager, who will inform you of the next stage in the procedure.

Your name: .....

Relationship with school (e.g. parent of a pupil on the school's register: .....

Pupil's name (if relevant to your complaint): .....

Your Address: .....

Telephone number: .....

Mobile Number: .....

Please give concise details of your complaint, (including dates, names of witnesses etc.), to allow the matter to be fully investigated: *You may continue on separate paper, or attach additional paperwork, if you wish.*

What action, if any, have you already taken to try to resolve your complaint? (i.e who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature: Date:

School use:

Date Form received: Received by:

Complaint referred to:

Date:

## The complaint journey

If you have concerns, talking to your child's teacher or principal is the best place to start.



**1**

### Make a complaint

Submit a complaint in person, by phone, letter, email or online.



**2**

### Assign

The complaint will be reviewed and assigned to the appropriate area.



**3**

### Assess

The complaint, evidence and other supporting material will be assessed.



**4**

### Resolve

An outcome will be provided explaining the reason for any decisions.

#### Internal review (optional)

A review can be requested if a satisfactory outcome was not received or there is a belief it was not handled properly.

#### Independent review

An independent review can be requested at any stage throughout the process.

You can make a complaint...

	<p>by phone</p>	<p>in writing</p>	
<p>Speak to your class teacher</p>	<p>Call the complaints advice line on tel: 70713219</p>	<p>Send an email or letter to our Parents' Affairs Officer Parentaffairs.wb@newtonschools.sch.qa or email your class teacher</p>	<p>School Bus Complaints: Yousuf Salam 77661271</p>