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GHERAS INTERNATIONAL SCHOOL

Gheras Complaint Policy 2022 - 2023



أغسطس 2022



GHERAS INTERNATIONAL SCHOOL

GHERAS COMPLAINT POLICY

2022-2023

Gheras Complaint Policy

Introduction:

At Gheras International School we all work very hard to build positive relationships with all parents.

Our aim is to deal with issues and problems before they become a 'complaint'. However, there is a clear protocol to follow if necessary.

The steps to follow and their outcome are outlined in this document.

1. If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately. There is no doubt that if a concern is shared with the class teacher, they can either reassure worried parents or together devise steps to take to address the concern. Parents must never worry about sharing their concerns with the class teacher. They will always be taken seriously, and due consideration given to a mutually agreeable resolution.

2. We ensure we will always be fair, open and honest when dealing with any complaint and to deal with them as swiftly as possible. Our focus will always be on the children and what is best for them.

The complaints process	
Stage 1. Informal expression of concern made to the school.	In the first instance, the matter should be discussed with the child's class teacher. In our experience most matters of concern can be resolved positively in this way with apologies where necessary. Members of the school's senior leadership may be involved at this stage. The agreements at this stage are documented by the class teacher to keep the record of the meeting and follow up with the case.
Stage 2. Discussion with the supervisor.	We expect most complaints to be resolved by this stage. However if the matter has not been resolved and needs further investigation parents must make an appointment with the supervisor. The supervisor will need time to fully investigate the matter and will respond with 7 school days.



GHERAS INTERNATIONAL SCHOOL

GHERAS COMPLAINT POLICY

2022-2023

<p>Stage 3. Principal. Complaints rarely reach this formal level but if needed, you should make a formal complaint to the principal.</p>	<p>Complaints at this stage should be written and received within 10 school days of the supervisor feedback. Your letter should be addressed to the Principal and marked "private and confidential". The letter should say why you remain unhappy and what you wish to see happen. The principal will let you know when your complaint is to be considered. If a meeting with you and others involved is considered necessary, you will be given adequate notice to prepare. You will be informed of the outcome of the Principal' investigation and decision on what further action will be taken within 10 school days.</p>
<p>Stage 4. School Principal</p>	<p>If the complaint is not resolved, and all previous stages have been explored, a parent may make representation to the School Principal.</p>
<p>You may take your complaint to the School Principal within 1 month of the principal' response.</p>	<p>School Principal marked "private and confidential" can be left at the school office manager. If the School Principal considers from your letter that the complaint warrants further investigation, he may ask you to explain your case in person before a specially appointed panel. However, it is also possible that, following investigation, he may make a decision without needing you to appear.</p> <p>A decision will be provided within 15 days where possible.</p>
<p>Stage 5. Further representation. If you remain dissatisfied you may make further representations.</p>	<p>You may approach the Ministry of Education and Higher Education if you are unhappy with the process or outcome. This would normally only be appropriate if you believe that the school has acted illegally or arbitrarily. Please note the MoE&HE does not investigate internal school management.</p>

3. If, despite all stages of this policy being followed, the complainant remains dissatisfied they are not entitled to reopen the same issue. In such cases the Principal is able to inform them in writing that the process has been exhausted and that the matter is now closed.

4. If an anonymous complaint is received it will not be investigated under this procedure unless there are exceptional circumstances serious concerns such as child protection issues or bullying allegations.

5. Investigating complaints

The person investigating the complaint will:

Establish what has happened so far and who has been involved.



GHERAS INTERNATIONAL SCHOOL

GHERAS COMPLAINT POLICY

2022-2023

- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant or contact them if further information is required.
- Clarify what the complainant feels would put things right.
- Conduct any interviews with an open mind and be prepared to persist in the questioning.
- Complete all necessary notes.

6. Resolving complaints

At each stage, the Complainant and the School should look for suitable solutions to resolve the complaint. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition it may be appropriate to offer one or more of the following:

- An apology.
- An admission that the situation could have been handled differently or better.
- Assurance that the event that was the basis of the complaint will not recur.
- Explanation of the steps that have been taken to ensure it does not happen again. Details of any disciplinary procedures that have taken place as a result of the complaint will not be shared.
- An undertaking to review school policy or procedure in light of the complaint.
- An explanation that there is insufficient evidence and thus the complaint cannot be upheld.
- An explanation that, following investigation, the evidence does not substantiate the concern.

7. Monitoring and review

The Senior Management Team (SMT) will monitor the complaints procedure, to ensure that all complaints are handled properly. The principal will log all stage 2 complaints received by the school, and record how they were resolved. These will be reported as part of the principal report to SMT.

The SMT of Gheras International School will review this policy as necessary.



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COMPLAINT FORM

Your Name

Pupil's name

Your relationship to the pupil (if relevant)

Address

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... Telephone number

Please give brief details of your complaint

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What action, if any, have you already taken to try to resolve your complaint? (Who did you speak to and what was their response?)

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

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Are you attaching any paperwork? If so, please give details

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Signature..... (Complainant)

Date