

**Nurture ~ Believe ~ Discover ~ Achieve**

### Safa Vision

At SCS we aim to enable our learners to have success for today and to be prepared for tomorrow.

نحن في مدرسة الصفا كوميونيتي نسعى الى تأهيل طلابنا للنجاح اليوم وتحضيرهم لمواجهة المستقبل

Complaints Policy 2021 - 2022



## **Safa Community School Feedback and Complaints Policy**

At Safa Community School we believe that students and parents are entitled to expect courteous and prompt, careful attention to their needs and wishes. The School takes very seriously any complaints and concerns that may arise which involve either your own child or the School as a whole. We also welcome suggestions and feedback on how to improve the School.

We will give prompt and serious attention to any areas of dissatisfaction. We anticipate that most concerns will be resolved quickly in an informal manner by approaching the appropriate member of staff. If this does not achieve the desired result, we have a procedure for dealing with concerns.

### **Our philosophy towards complaints**

SCS recognises and acknowledges the parental entitlement to complain or raise a grievance and will endeavour to work with parents in the best interests of the students in our care. The culture of the School is open and complaints are received in a positive manner. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the School, as we are here to help. We would ask, however, that together the school and parents present a united front in order to avoid any child receiving potentially confusing or conflicting messages.

We aim to bring all concerns about the running of the School to a satisfactory conclusion for all parties involved, to ensure a good quality of service students and parents, to provide the best practice while following legislation, to guarantee transparency through open communication with parents and staff alike, and to maintain a good working relationship between everyone involved with the school. We will make every effort to resolve any issues within our setting.

### **Making a complaint?**

This policy may be used by anyone who has a concern, suggestion, compliment, feedback or complaint about any aspect of the School. In essence, this will mean the parents and carers of the School's students but may include neighbours of the school, or any other members of the local community.

## **Confidentiality**

Confidentiality is vital. All conversations and correspondence will be treated with discretion and respect. The subject of the communication including any personal information will only be shared between staff on a 'need to know' basis. Knowledge of such will be limited to the Principal and/or Head of School and those who may be directly involved. It is the School's policy that complaints made by parents will not have any adverse effect on their children in any way.

In the event of some complaints it may be necessary to involve a third party, such as government authorities and/or the police, and should this be deemed appropriate, the School will ensure the complainant is also aware of this referral at the time.

## **Making a complaint**

### **Stage 1: Informal discussion**

The vast majority of concerns and complaints can be dealt with informally. There are many occasions where concerns are resolved straight away without the need to submit a formal complaint. Indeed, many concerns raised at this stage might not be classified as complaints.

When a complaint is made directly to the Principal or Head of School (HOS), stage 1 is not required and the formal procedure begins at stage 2.

Individuals may decide to raise their concerns with a member of the school administrative staff, class teacher, senior teacher, nurse or Principal or HOS depending on their wishes and the type of issues they want to discuss. Any party contacting the School may choose to contact the Principal or HOS directly of their own accord. In these cases, it will be at the discretion of the HOS as to whether or not to direct them to the particular staff member first.

It is advisable that any parent who has a concern about any aspect related to:

- a) their child, class teacher or the class particularly, department, learning/teaching process, shares his/her concerns in the first instance with, his/ her class teacher;
- b) the helping staff (cleaners, nannies, handyman, security man), shares his/her concerns in the first instance with the school nurse;

- c) the faculty staff, school in general, policy and code of conduct talks over, shares his/her concerns in the first instance with the HOS;
- d) the after school extracurricular activities (ECAs), shares his/her concerns in the first instance with the ECA coordinator;
- e) the Admissions department, shares his/her concerns in the first instance the Head Of Admissions
- f) the HR/ Accounts Department, shares his/her concerns in the first instance with the HR/ Accounts Head of Department

- Steps to be followed:

- a) A parent should request an appointment with the staff in charge of the particular area of his/ her concern. This can be initiated by phone, by email, or in person.
- b) A suitable time and place should be agreed for both parties.
- c) A one-to-one session should be held.

It is not necessary to record or monitor complaints at this level. The Principal and/or HOS does not have to be informed about the concern at this stage if resolved to both parties' satisfaction. There are no specific time scales for dealing with concerns at this stage. However, as at all stages, issues should be considered and dealt with as quickly and effectively as possible.

Most complaints should be resolved amicably and informally at this stage. If the individual is dissatisfied with the response they have been given and would like to take their complaint further, they should be referred to the school's complaints procedure and advised how to escalate their complaint to the next stage.

### **Logging of complaints**

All complaints that reach stage 2 should be logged in the 'School's complaint folder'. This is to be made available to the School Executive Board and to KHDA inspectors.

## **Stage 2: Referral to Principal/HOS**

At this stage, all communications between parties need to be carefully recorded and monitored with the following information:

- the name of the complainant;
- the date and time at which complaint was made;
- the details of the complaint;
- the desired outcome of the complainant;
- how the complaint is/will be investigated (including written records of interviews held);
- results and conclusions of investigations;
- any action taken; and
- the complainant's response (satisfaction or further pursuit of complaint).

## **Informal discussion with the Principal/HOS**

Before proceeding with a formal investigation, the Principal/HOS will meet with the individual and discuss their concerns and wishes. It may still be appropriate and satisfactory to reach an informal resolution at this point. If not, the Principal/HOS will proceed in accordance with the complaints policy, and will advise the parents accordingly.

## **Submitting a formal complaint**

By this stage it must be clear that the concern is a definite complaint that will be dealt with according to this policy and should be formally submitted in writing to the Principal/HOS. For parents not comfortable with making written complaints, there is a template form for recording complaints (see the last page). All written complaints must be written in English.

## **Steps to be followed:**

a) A parent should submit a written complaint to the student's class teacher or form tutor either by email or in person. At this stage, the class teacher/form tutor

should notify the Key Stage Leader about the received written complaint. The Key Stage Leader will notify the Principal/HOS.

b) The Principal/HOS should formally acknowledge the complaint within 24 hours of receiving it and begin an investigation.

c) The Principal/HOS will need to investigate the complaint and review any relevant documentation and information. If necessary, the Principal/HOS will interview witnesses and take statements from those involved. If the complaint involves a student, the student will also usually be questioned.

d) When the investigation into the complaint is completed, the Principal/HOS/School Complaints Committee will meet with the parents to discuss the outcome within 10 working days of the acknowledgement. The opportunity for the Principal/HOS School Complaints Committee to meet and discuss the outcome of the investigations with the complainant should be offered at a mutually convenient time. Minutes of the meeting should be recorded (by a third party) during this session, and an agreed written record of the discussion will be shared afterwards. The minutes should record whether or not the complaint has been upheld, the reasons why, and what action (if any) will be taken. All of the parties present at the meeting should sign the minutes and receive a copy. A copy should also be sent to the School Advisory Board.

A record of the written complaint from parents and the summative points from the meeting shall be kept in the following files:

a) in the child's personal file if it is related to the child only;

b) in the staff's file with the Principal/HOS if it is related to the faculty staff;

c) in the Central Office or school Staff files for all non academic staff, School Facilities, Admin, HR/ Accounts, if appropriate; and

d) in the School complaints file if it is related to the School in general, Records should be retained for the period of two years.

### **Stage 3 referral to the Governing Board.**

In the event that the complainant remains dissatisfied with the outcome of the School's investigation, the matter may be referred to the School Executive Board for appeal. The elected member of the School Executive Board will

request a full report from the Principal/HOS along with all relevant documents. On the basis of these, the member of the School Executive Board may call for a briefing from individual members of staff. The member of the School Executive Board will acknowledge within 24 hours of receipt of the referral that the complaint is being reviewed and he/she will ask the parent if they wish to add further details for consideration. A date will also be given by which the parent may expect a full response. The member of the School Executive Board may be able to offer a new approach which may satisfactorily conclude the matter for the parent. The response will be clear and detailed but, if the parent remains dissatisfied the member of the School Executive Board will also offer a meeting.

If a meeting is requested those involved will be:

The member of the School Executive Board;

The Principal/HOS;

The relevant member of staff (if deemed necessary); and The parents.

#### **Stage 4: Official complaint to KHDA**

In the unlikely event that the School is unable to address an individual's concerns to their satisfaction, the individual may wish to approach the regulator, Knowledge and Human Development Authority (KHDA) in Dubai. This option can be pursued even if the child is withdrawn from the School.

Parents may approach KHDA directly after the last or any stage of this complaints procedure.

#### **We have set out below the contact details for the KHDA:**

<http://www.khda.gov.ae/en/aboutus/contactus.aspx>

Knowledge and Human Development Authority (KHDA) Block 8, Academic City,

P.O Box 500008,

Dubai, U.A.E.

Tel: +971-4-3640000 Fax: +971-4-3640001 Email: [info@khda.gov.ae](mailto:info@khda.gov.ae) Twitter: [twitter.com\KHDA](https://twitter.com/KHDA)



## **Monitoring and Review**

Monitoring and review take place on a regular basis in accordance with the School Development Plan. This policy will be reviewed in **November 2022**.