



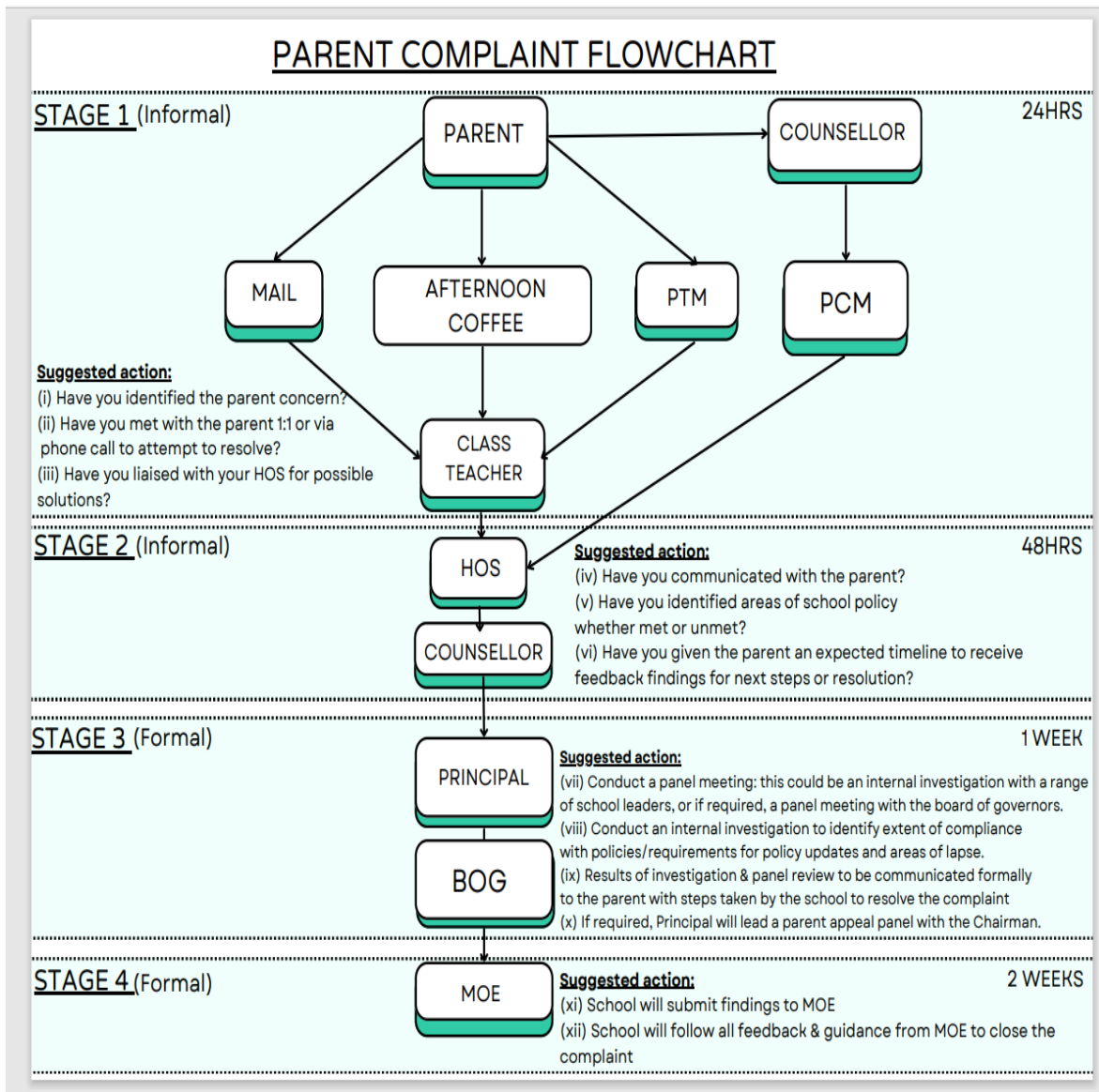
TBAC/POLICY/004/2023-2024

Date:1.03.2024

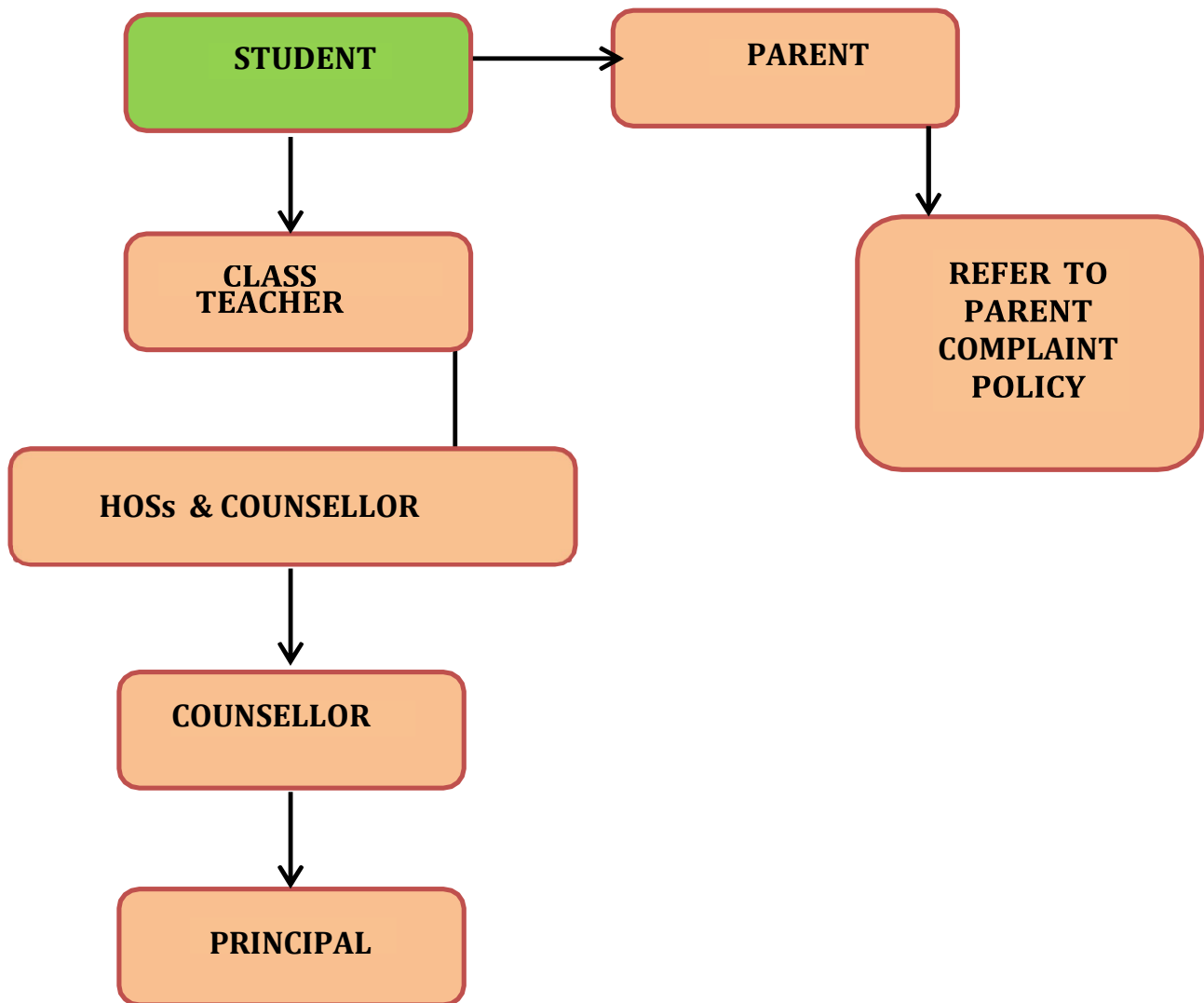
**CONCERNS & COMPLAINTS POLICY (2023-2024)**

A complaint is an expression of dissatisfaction made by a student, a parent, or a staff member with a legitimate reason for the best interest of the school. It may be about school policies or procedures, the conduct, actions or omissions of members of staff employed at the school or the standards of teaching and learning, etc.

Any person or organization (the complainant) who is dissatisfied with the service provided by the school for any reason, may put across the concern(s). A complaint maybe oral or written.



## Student Complaint Flow Chart



## **Introduction**

The school's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment
- build relationships between students, parents, and staff
- provide a safe working environment for staff.
- to be transparent and fair.

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

## **Policy Statement**

This policy and its associated procedures cover concerns and complaints about:

- general issues of student behavior that are contrary to the school's code of conduct.
- incidents of bullying or harassment in the classroom or the school campus.
- learning programs, assessment, and reporting of student learning.
- communication with parents.
- school fees and payments.
- general administrative issues.

## **Expectations**

The school expects Parents / Guardian and person raising a concern or complaint to:

- do so promptly, as soon as possible after the issue occurs.
- provide complete and factual information about the concern or complaint.
- maintain and respect the privacy and confidentiality of all parties.
- acknowledge that the common goal is to achieve an outcome acceptable to all parties.
- act in good faith, and in a calm and courteous manner.
- show respect and understanding of each other's point of view and value differences, rather than judge and blame.
- Recognize that all parties have rights and responsibilities which must be taken into consideration and balanced.

The school will address any concern and complaints received from Parents:

- Courteously
- Efficiently (24 hours to 1 week based on the level of concern)
- Fairly
- Promptly, or within the timeline agreed with the person with regard to the concern or complaint
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- In accordance with due process, principles of natural justice.

## **The Stages of Complaints**

### **Stage 1 – Informal Resolution of Concerns**

It is hoped that the majority of concerns will be resolved quickly and informally.

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If parents have a concern, they should normally contact their son/daughter's Class Teacher. As long as the meeting is arranged, allowing the staff member time to listen and then discuss the concern, in many instances, this is sufficient to facilitate a satisfactory resolution for all parties. If the Class Teacher is unable to resolve the matter swiftly or by themselves (within a period of 24 hours), then

it will be necessary to involve the Head of Section.

The Class Teacher will keep a written record of all concerns, the date on which they were received, noting whether the matter was resolved informally or proceeded to the Complaints Procedure. This record will be noted in the given child's file.

Parents may wish to convey their views in writing and in such cases are advised to use the following email address: [counsellor@thebloomingtonacademy.com](mailto:counsellor@thebloomingtonacademy.com) (FS 2 to Year 5) / [primarycounsellor@thebloomingtonacademy.com](mailto:primarycounsellor@thebloomingtonacademy.com) (Year 6 to Year 13) with cc to their respective Head of Section.

## **Stage 2 – Complaints Procedure**

If it has not been possible to resolve a concern as above – even over some time (no longer than 48 hours) – and parents wish to complain about the school's handling of the matter the parents should put their complaint in writing to the Headteacher / Principal who will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headteacher / Principal will meet with or speak to the parents concerned, normally within three days of receiving the complaint, to discuss the matter. It may be necessary for the Headteacher/ Principal to carry out further investigation and in this eventuality, he will keep the parents apprised of the timeline to be followed. If possible, a resolution will be reached at this stage, or remedial steps taken and a short-term review date agreed.

The Headteacher/ Principal will keep written records of all meetings and interviews held in relation to the complaint and whether or not the complaint proceeds to a panel hearing.

Once the Headteacher/ Principal is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made, and parents will be informed of this decision within 1 week. Parents will be informed of the decision in writing, sent by electronic means or otherwise given to the complainant. The Principal will also give reasons for his/her decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

## **Stage 3 – Panel Hearing**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Board of Governors who will arrange a meeting of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three people, two Governors who are not associated with the complaint or related issues and an independent member with no association with the running of the school.

The Complaints Panel Members are appointed by the Board of Governors. The Quality Assurance Team will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable, normally within 1 week.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will deal with the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing.

The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained about.

#### **Stage 4 – MOE**

If the concern is not resolved, then parents may approach the Ministry of Education (MOE). Parents are assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records will be kept confidential except in so far as is required of the school by Part 7: (33) (k) of the Standards for British Schools Overseas April 2023 and UAE Inspection Framework where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

#### **RAISING A CONCERN OR COMPLAINT**

A parent/ guardian can raise concerns or complaints about any aspect of the school's operations

<b>ABOUT WHAT / ISSUE</b>	<b>WHO TO CONTACT</b>	<b>HOW</b>
<ul style="list-style-type: none"> <li>• Classroom Activities</li> <li>• Curriculum</li> <li>• Teaching</li> </ul>	<ul style="list-style-type: none"> <li>• Class Teacher</li> <li>• Section Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> <li>• Note in student's diary</li> <li>• Arrange an appointment</li> </ul>
<ul style="list-style-type: none"> <li>• Complex student issues</li> <li>• Student Welfare</li> <li>• School Curriculum</li> <li>• Staff Members</li> </ul>	<ul style="list-style-type: none"> <li>• Class Teacher</li> <li>• Head of Section</li> <li>• Counsellor</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> <li>• Note in student's diary</li> <li>• Arrange an appointment</li> </ul>
<ul style="list-style-type: none"> <li>• School Policy</li> <li>• School Management</li> <li>• School Operations</li> </ul>	<ul style="list-style-type: none"> <li>• Principal</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> <li>• Arrange an appointment</li> </ul>
<ul style="list-style-type: none"> <li>• School Fees &amp; Payments</li> <li>• School Transport</li> <li>• General enquires</li> </ul>	<ul style="list-style-type: none"> <li>• Accountant</li> <li>• Administrative Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> <li>•</li> </ul>

#### **Investigating Complaints**

At each stage, the person investigating the complaint will:

- establish what has happened so far, and who has been involved.
- clarify the nature of the complaint and what remains unresolved.
- meet with the complainant or contact them (if unsure or further information is necessary).
- clarify what the complainant feels, would put things right.
- Interact with those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- conduct the interaction with an open mind and be prepared to persist in the questioning.
- keep notes of the interaction.

#### **Remedies**

When a complaint is justified, the school will<sup>5</sup> work with the person to find an appropriate remedy such as:

- An explanation or further information
- Mediation, counseling, or other support

- An apology, expression of regret or admission of fault.

The school will implement the remedy as soon as it can. If the remedy is ongoing, the school will try and keep the person updated with the progress.

**MONITORING THE PARENT COMPLAINTS POLICY**

The school will monitor parent concerns and complaints and consider issues raised, through the parent complaints process, and other relevant information from the **parent opinion survey**, when undertaking, in view of the school’s policies, procedures, and operations.

The SLT members will regularly review its policy and procedures to effectively address parent concerns and complaints as part of its cyclic policy and procedures review schedule Annually.

**Courtesy and Respect**

A complainant can expect to be treated with courtesy, respect, and fairness always. The school also expects that the complainant will also treat the staff dealing with the complaint with the same courtesy, respect, and fairness. The school will not tolerate threatening, abusive or unreasonable behavior by any complainant. Such situations are rare, however, should they happen, the school will cease communication with the complainant immediately, by the school policy, and will inform the appropriate authorities as necessary.

Review log:

Academic year	Date	By	Signature
AY 22-23	18.8.2022	Ms. Hussaina Sherieff	
AY 23-24	1.9.2023	Ms. Hussaina Sherieff	
AY 24-25	1.03.2024	Ms. Hussaina Sherieff	