



Learners Today.. Leaders Tomorrow

The Gulf English School - Wholeschool

Feedback and Complaints Policy

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Author: Leadership Team

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*This policy applies across all campuses:
GES Gharafa (Infants, Juniors, and Secondary)
GES Bin Omran*

The Gulf English School

Our Vision

We aim to develop a responsible, respectful, resilient school community, supporting the highest level of personal achievement in a changing modern intercultural world.

V1	We aim to develop a responsible, respectful, resilient school community,
V2	supporting the highest level of personal achievement
V3	in a changing modern intercultural world.

Mission Statements

M1	We provide a high-quality education, focusing on skills, knowledge and application, enabling our community to strive and achieve excellence
M2	We aim to develop a culture of life-long learning, independence, ambition, which is continuously demonstrated by our community.
M3	Our community promotes diversity and global citizenship where individual differences are understood and celebrated.
M4	To drive the development of creative skills and critical awareness in our students.
M5	Our school community provides a safe, supportive, and stimulating learning environment that focusses on the well-being of all
M6	We aim to integrate the use of technology on a day-to-day basis to enhance our teaching and learning.

Our Core Values: The 3 R's

- ✓ **R**esponsible: Driven, Ambitious, Achiever
- ✓ **R**espectful: Empathy, supportive, caring, diversity
- ✓ **R**esilient: Risk takers, empowered, committed

Introduction

At GES we endeavour to ensure that our school provides the very best education for all our students. We strive to meet the needs of all our stakeholders and take great pride in our reputation therefore this policy and all actions taken serve as a key to protect the reputation of the parties involved and the school as an institution.

We understand our responsibility and accountability to our parents and school community. We acknowledge that there may be grievances or occasions over specific matters that you may wish to raise or share concerns, which may result in a complaint.

The following policy sets out the procedure that GES follows in such cases when dealing with a complaint:

Who is this policy for?

The policy is in place primarily for parents and carers of a pupil and members of the school community, but essentially anyone who wishes to raise a complaint about GES.

Aims and Objectives:

GES aims to be fair and open and adhere to our core values when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaints through dialogue and mutual understanding, and, in all cases, we put the interest of the child above all other issues. The school endeavours to provide sufficient opportunity for any complaint to be fully discussed, and then resolved. Therefore, this policy advises all persons on how to direct a complaint and the escalation procedure around this.

Definition

A complaint within the context of our school's complaints policy is defined as an expression of dissatisfaction or concern brought forward by a student, parent, guardian, or member of our school community regarding a perceived failure of the school to meet its obligations or adhere to its established policies, procedures, or standards.

Types of Concerns and Complaints

The majority of concerns/complaints received by the school fall into the following categories:

- **Academic or subject** - course programme, unsatisfactory teaching, too much/too little homework, progress in a particular subject, etc.
- **Child protection** - allegations against staff, handling of sensitive issues.
- **Financial and administrative** - administrative, environmental, and financial issues
- **Pastoral care** - discipline/indiscipline, inappropriate sanctions, bullying, overall progress of the child, unhappiness of the child, accommodation, etc.

Initially, the issue raised is a concern and only becomes a formal complaint if the issue is not resolved successfully or to the individual's satisfaction. Then it needs to be raised to the Head of School or Principal (General Manager) as a potential formal complaint.

The Complaints Process

It is hoped that most complaints and concerns are resolved quickly and informally.

Step 1 Informal Resolution

If a parent is concerned about anything to do with the education that GES is providing, they must in the first instance, discuss the matter with their child's Class Teacher (Primary) or Form Tutor (Secondary). Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school and is making good progress. Teachers always want to know if there is a problem so that they can act before the problem seriously affects the child's learning.

It is important that the parent makes an appointment to meet with the Class Teacher/Form Tutor rather than post any complaint on Social Networking sites or discussing with other parents. We endeavour to acknowledge any parental complaints within 48 hours.

If for some reason the class teacher or form tutor cannot resolve the matter alone, it may be necessary for them to consult a Year group leader, Head of Department, or member of the Senior leadership team.

Any member of staff receiving a complaint will acknowledge its receipt and will make a written record of the concerns and complaints and the date on which they were received. If a trivial/simple verbal concern/complaint is made it might be possible to resolve it immediately. In more serious cases, or where a staff member of staff is uncertain, parents should always be asked to put their complaint in writing and move to stage 2 of the process. This is to ensure that there is no conflict in determining what the complaint consists of and the action taken by the members of the school staff.

Should the matter not be resolved within 5 working days or if the school and the parent fail to reach a satisfactory conclusion, then parents will be advised to proceed with their complaint in accordance to the guidance in this policy.

Step 2 Formal Resolution

If a complaint cannot be resolved on an informal basis, then the parent/guardian should write their complaint to the school addressing the Leadership team. The Principal/Head of the school will decide, after considering the complaint, the appropriate course of action to take.

If the complaint requires to be investigated, then the Head of the school will deploy a relevant member of senior staff to consult the relevant staff, make appropriate investigations, and attempt to resolve the issue within 5 working days.

If the complaint concerns a child protection issue or involves an allegation of abuse by a member of the school staff the named person responsible for child protection complaints will be informed.

No complaint should normally be left unresolved at this stage after THREE days of receipt of the complaint. Where more time is necessary to complete the investigations, the complainant will be informed and another date set.

If the complaint is against the Headteacher, the Principal or Chair of Governors will nominate a Governor to lead the formal resolution of the complaint and therefore in the following sections, where reference is made to the principal, the nominated Governor will be substituted.

Written records of all meetings and interviews will be kept and held concerning the complaint.

Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, normally within 5 working days, and the parents making the complaint will be informed of this decision in writing.

The Headteacher will also give reasons for the decision. If the parents are still not satisfied with the decision, they should then proceed to Stage 3 of this Policy.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Board of Governors (Board). This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the admin school office at info@gulfenglishschool.com.

It is important to note that escalation should not be driven solely by the desire to change a decision or outcome to one's personal satisfaction if it goes against the established school policies or code of ethics. Instead, escalation should be motivated by a genuine concern for the well-being and best interests of the student, while upholding the principles and values of our school community.

The Board endeavours to consider all written complaints within two weeks of receipt. The complaint will be acknowledged in writing by, or on behalf of, the Chair of the Board. The Chair of the Board will need to consider whether the investigation can be completed by the Principal (who will already have been involved), the Chair themselves, or by the Board.

All parents and carers have the right, as a last resort to appeal to the school Principal and thereafter the Chair of Governors. If a parent feels that their complaint has not been dealt with sufficiently and appropriately through stages 1 and 2, they can then consider the option to move to stage 3.

Stage 3 – Panel Hearing

If the parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the General Manager, who has been appointed by the Governors to call hearings of the Complaints Panel. The complaint will only be heard once stages 1 and 2 of this policy have been completed. The appeal to the complaints panel must be referred within 5 working days of the decision reached in Stage 2.

The Board will ensure that, where there is a panel hearing of a complaint, one-panel member is independent of the management and running of the school.

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. Any copies of such particulars shall be supplied to all parties no later than three days before the hearing. The parent(s) may attend the hearing and be accompanied to the hearing by one other person if they wish. The Panel is not a legal proceeding and as such legal representation is not necessary.

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

The General Manager will write to the parents informing them of the decision of the Panel 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 Headteachers, the Governors and where relevant, the person to whom the complaint relates to.

A copy of such findings and any recommendations will be retained for inspection on the school premises.

Stage 4 Ministry Involvement

A parent at any time can complain directly to the Ministry. Although the policy of the MOE is to complain using the MOE portal, complaints can be received in person directly to the MOE.

Timescales

The timescales set out above relate to complaints received and being dealt with during term time. During holiday periods the timescales will be determined by the availability of appropriate staff or Governors to acknowledge, investigate, and hear the complaint.

Recording complaints

Following the resolution of a formal complaint, the school will keep a written record of all formal complaints, whether they are resolved at the informal stage, the formal stage or proceed to a panel hearing and any action taken by the school as a result of the complaint, regardless of whether the complaint is upheld.

Complainants can be reassured that all communications relating to complaints, whether verbal or written, will be treated in the strictest confidence.