

Complaints Policy

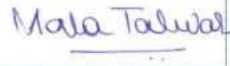
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Prepared By	Name	Signature
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Approving committee	Name	Signature
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Statement of Intent

Taaleem recognises and values the importance of establishing and maintaining good relationships with parents, staff, students and the wider community. We believe that staff, students, parents and the wider community are entitled to and expect courteous, prompt and careful attention to their needs. Constant feedback is an important ingredient in self-improvement and raising standards.

Taaleem welcomes suggestions, comments, feedback on improvements and take very seriously any complaints and concerns that may arise. We encourage complaints brought to attention as early as possible, so we have an opportunity to rectify a problem or explain the organisation's position before a concern becomes more serious.

We will give prompt and serious attention to any areas of dissatisfaction and 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 below that sets out the steps for dealing with concerns as quickly and informally as possible.

Philosophy towards Complaints

Upon receiving a complaint or grievance, Taaleem schools will endeavour to work with staff and parents in the best interests of the students in our care. If a staff member or parent is in doubt to raise a concern, we would encourage them to contact a member of the school staff or the school Principal.

All Taaleem schools will aim to bring concerns about the running of the school to a satisfactory conclusion for all parties involved to —

- ensure a good quality of service to students and parents
- provide the best practice while following legislation
- guarantee transparency through open communication with parents and staff alike
- maintain a good working relationship between everyone involved with the school

We will make every effort to resolve any issues within each setting.



Making a Complaint

This policy may be used by anyone who has a concern, suggestion, compliment, feedback or complaint about any aspect of a Taaleem school. It includes any member of staff, the parents and carers of the school's students, neighbours of the school, or any other members of the local community.

Confidentiality

Confidentiality will be 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 will be limited to the school Principal and those who may be directly involved. The school's policy will ensure complaints made will not have any adverse effect on individual staff members or children in any way.

With 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 aware of this referral at the time.

Making a complaint

Stage 1: Informal discussion

Taaleem believes the vast majority of concerns and complaints can be dealt with informally. There may be many occasions where concerns are resolved straight away without the need to submit a formal complaint.

When a complaint is made directly to the school Principal, Stage 1 may not be required and the formal procedure will begin at Stage 2.

Individuals may decide to raise their concerns with a member of the school administrative staff, class teacher, senior teacher or school Principal depending on the type of issue they want to discuss. Any party contacting the School may choose to contact the school Principal directly of their own accord.

- It is advisable that individuals direct their complaint as follows:



- a) Academic staff, should share his/her concerns in the first instance with a senior member of staff
 - b) Parents who have concerns regarding their child, class teacher or learning/teaching process, should share his / her concerns in the first instance with, his / her class teacher
 - c) Ancillary staff (cleaners, handyman, security, bus supervisors) should share his / her concerns in the first instance with the school Facility Manager
 - d) School administration staff should share his / her concern in the first instance with the school Principal
- Steps to be followed for parents:
 - a) A parent should request an appointment with teacher. 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 school Principal 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 advised how to escalate their complaint to the next stage.

Anonymous complaints

Anonymous complaints will not be pursued.

Logging of complaints

All complaints that reach Stage 2 should be logged in the 'School's complaint folder'. This is to be made available as requested.



Stage 2: Referral to school Principal

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 school Principal

Before proceeding with a formal investigation, the school Principal 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 school Principal will proceed in accordance with the complaints policy and 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 to the school Principal. If the complaint is not received in writing, the school Principal should complete the template form for recording complaints (see Appendix 1).

- Steps to be followed:
 - a) If a parent should submit a written complaint to the student's class teacher either by email or in person, the class teacher should inform the school Principal
 - b) The school Principal should formally acknowledge all complaints within 24 hours of receiving it and begin an investigation
 - c) The school Principal will need to investigate the complaint and review any relevant documentation and information including CCTV footage. If necessary, the school Principal 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 school Principal will meet with the individual / parent to discuss the outcome within 5 working days of the acknowledgment. The opportunity for the school Principal 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 parties present at the meeting should sign the minutes and receive a copy.

- A record of the written complaint 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 staffs file with the school Principal if it is related to a member of staff
 - c) 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 Central Office Education Team

In the event the complainant remains dissatisfied with the outcome of the school's investigation, the matter may be referred to the relevant Cluster Director on the CO Education Team who will request a full report from the school Principal along with all relevant documents. On this basis, the Cluster Director may contact the CEO at Taaleem Central Office and request a briefing from individual members of staff. An acknowledgement will be made within 24 hours of receipt of the referral that the complaint is being reviewed and the individual given the option of providing further details for consideration. A date will also be given by which the complainant may expect a full response. It may be possible to offer a new approach which may satisfactorily conclude the matter. The response will be clear and detailed but, if the individual remains dissatisfied a further meeting will also be offered.



If a meeting is requested those involved will be:

Director of Education / CEO

School Principal

Relevant member of staff (if deemed necessary); and

Complainant

The Director of Education / CEO or his / her representative, after questioning and listening to the parents and the school Principal, will hopefully be able to find a solution within 2 weeks of receiving the formal complaint.

Stage 4 Official Complaint to Regulating Body (KHDA, ADEK & ESE)

In the unlikely event that the school or Taaleem Central Office is unable to address an individual's concerns to their satisfaction, the individual may wish to approach the regulator (KHDA, ADEK or ESE) and log a complaint. Alternatively, complaints can be made at the address below.

Knowledge and Human Development Authority (KHDA)

Block 8, Academic City, Dubai

Call on 800 KHDA (800 5432)

Email through efeedback on the KHDA website

Department of Education and Knowledge — HQ

Al Khor Street, Rabdan-Al Maqta

Call on +971 56 377 1833

Email info@adek.gov.ae

Emirates Schools Establishment (ESE)

Al Qusais 2-Al Nadha Street

Call on 800 373 22

Email hello@ese.gov.ae



Formal Complaint Form

Please complete and return in a sealed envelope marked 'confidential'. Get an acknowledgement receipt from the relevant staff member and explain what action is to be taken.

Your name:	
Child's name: (if a parent complaint)	
Telephone number:	
Mobile number:	
Please give details of your complaint:	
Date and time of incident:	
What action (if any) have you already taken to resolve your complaint?	



To whom did you speak to and report the incident and what was their response?	
What action do you feel might resolve the problem at this point?	
Are you attaching any further evidence? If so, please give details:	
Signature:	
Date:	
Date received:	
Date acknowledgement sent:	



For official use:

Complaint Form (Appendix 1) — To be completed by the Principal

This form should be completed by the authorised person or the school Principal upon concluding an investigation following a complaint.

Complainant's name:	
Child's name: (If complaint is from a parent)	
Telephone number:	
Mobile number:	
Details of the complaint: Please attach all supporting documentation.	
Date and time of incident:	
Has the complainant contacted KHDA/ADEK/ESE	
What action (if any) has the school taken to resolve the complaint?	



Has the complainant been contacted and advised on the action taken by the school?	
Is the complainant satisfied with the response of the school? If not, what action does the school propose to take?	
Next steps agreed with the complainant.	
Signature:	
Date:	

This policy is reviewed annually to ensure compliance with current regulations.

