

Al Zuhour Private School

Complaints Policy

Policy Name	Complaints Policy
Stakeholder	All
Reviewed by	Julian Williams
Approved by	Asma Abu Sheikha - Principal
Approved Date	1st September 2024
Monitoring Cycle	Annually

Al Zuhour Vision:

AZPS is a community of lifelong learners that strives for academic excellence, prepares students for global challenges, and maintains cultural identity.

Appeals and Complaints Policy and Procedures

At Al Zuhour School we welcome suggestions and comments from parents and take any complaints and concerns that may be raised very seriously. We encourage parents to bring these to our attention as early as possible so that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

All staff endeavor to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. The school recognizes that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its staffing body, Middle and Senior leadership Team.

Many worries or concerns can be managed without the need for formal procedures, providing that the concern is taken seriously and addressed at an early stage. In many cases, the class teacher will receive the first approach, and the issue is resolved immediately. However, formal procedures will need to be invoked when initial attempts to resolve the issue remain unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Our school aims to be fair, open and honest 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 complaint through dialogue and mutual understanding, and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

It is expected in any institution that there are occasions when parents or other stakeholders are dissatisfied with the service provided. This Policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

We will ensure that:

- Parents who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realize that we will listen and take all complaints seriously
- We take appropriate action where necessary

How should I complain?

- Parents who have concerns or complaints should normally raise these in the first instance with their child's class teacher or form tutor by letter, email, telephone or by verbally requesting a meeting.
- If the parent is not satisfied with the response of the class teacher or form tutor or feel that the matter is sufficiently sensitive or serious, they should contact the Head of Section who will then be able to liaise with relevant staff, put the parent in contact with the appropriate member of the Senior Management Team or refer the parent directly to the Parents' Relations Officer.
- Parents may feel that they should contact the Vice Principal directly, especially on a matter of great importance or sensitivity, however, matters usually have to be referred back to the Head of Section, therefore it is best to seek his/her advice in the first instance.
- Parents can also write directly to the Principal if the matter is of serious concern, although the issue would still have to be referred back to and discussed with appropriate members of the School Management Team.

What will happen next?

- If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately and to their satisfaction.
- If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how they/the school propose to proceed.
- In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made.
- The parents will be given a date by which they will receive a further response.
- If a detailed explanation of the issue is needed, a letter or report will be sent to the parent as quickly as possible, informing them of the outcome of their complaint and will explain any action taken or proposed.
- Alternatively, the parents may be invited to a meeting at the school. The Head of Section will keep a written record of all significant parental complaints and their outcome.
- All complaints should be dealt with within 4 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

Students Learning and Teaching

Stage 1 - Initial complaint directed to the class teacher or homeroom teacher to be resolved and feedback provided

Stage 2 - Initial complaint directed to the Head of Department (Middle & High School) or Phase Principal (Elementary) to be resolved and feedback provided

Stage 3 - Forwarded to the Vice Principal for investigation and feedback

Stage 4 - Forwarded to the Principal for final resolution

Students' Behavior, Emotional Wellbeing or Support

Stage 1 - Initial complaint directed to the class teacher or homeroom teacher to be resolved and feedback provided

Stage 2 - Initial complaint directed to the Head of Section (Middle & High School) or Phase Principal (Elementary) to be resolved and feedback provided

Stage 4 - Forwarded to the Vice Principal for investigation and feedback

Stage 5 - Forwarded to the Principal for final resolution

Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the Parents' Relations Officer to be resolved and feedback provided

Stage 2 - Initial complaint directed to the School Operations' Vice Principal to be resolved and feedback provided

Stage 3 - Forwarded to the Principal for final resolution

A Member of Staff

Stage 1 - Forwarded to the Vice Principal for investigation and feedback

Stage 2 - Forwarded to the Principal for final resolution

A Member of the Leadership Team

To be directed to the Principal for investigation feedback and final resolution

The Principal

To be directed to the Head Office, either through mail or phone call.

Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the School Principal and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk, or it became necessary to refer matters to the police. Before this happens, the parents making the complaint would be fully informed.

Evaluation

Each member of the Leadership Team will be responsible for investigating the process of an unresolved complaint relating to their team, in order to evaluate the effectiveness of the process in handling the complaint in accordance with this policy.

Feedback should be given for improvements in the process to the Principal.

