



Home of Irresistible Learning

Dubai English Speaking School

Complaints Policy



Written by:	Catherine Dando	Reviewed:	September 2023
Approved by:	Andrew Gibbs	Next Review	September 2024

At Dubai English Speaking School (DESS) we strive to provide ‘irresistible learning’ and the Headteacher and staff work very hard to build positive relationships with all parents and friends of the school. However, we understand the need to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication. Anonymous complaints will not be dealt with.

Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- Encourage the parents to use the class teachers as the first point of contact.
- To deal with all complaints thoroughly and by being open, honest and fair.
- To encourage resolution of problems by informal means wherever possible.
- To respond to complaints within 24 hours and resolve as quickly as possible.

This policy should not be used for:

- Complaints by staff relating to grievances about their employment.
- Complaints about the actions of another parent.

Role of the Trustees

The Trustees have:

- A duty to have in place a complaints procedure.
- Delegated powers and responsibilities to the Headteacher to ensure all school staff and others connected to the school are aware of and comply with this policy
- Responsibility for ensuring this policy and all policies are maintained and updated regularly
- Responsibility for ensuring all policies are made available to parents
- Responsibility for the effective implementation, monitoring evaluation and review of this policy

Role of the Headteacher

The Headteacher will:

- Be impartial and non-adversarial.
- Respect people’s desire for confidentiality.
- Allow swift handling for action and keep those involved informed of the progress.
- Ensure all school staff, pupils and parents are aware of this policy.
- Work closely with the Trustees and Principal in respect of both implementation and execution of this policy.
- Provide guidance and support to all staff.
- Monitor the effectiveness of this policy and review annually.

Raising Awareness of this Policy

We will raise awareness of this policy via:

- The School Handbook/Information for new parents.
- The school website.
- The Staff Handbook.
- Meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops.
- School events.
- Meetings with school staff.

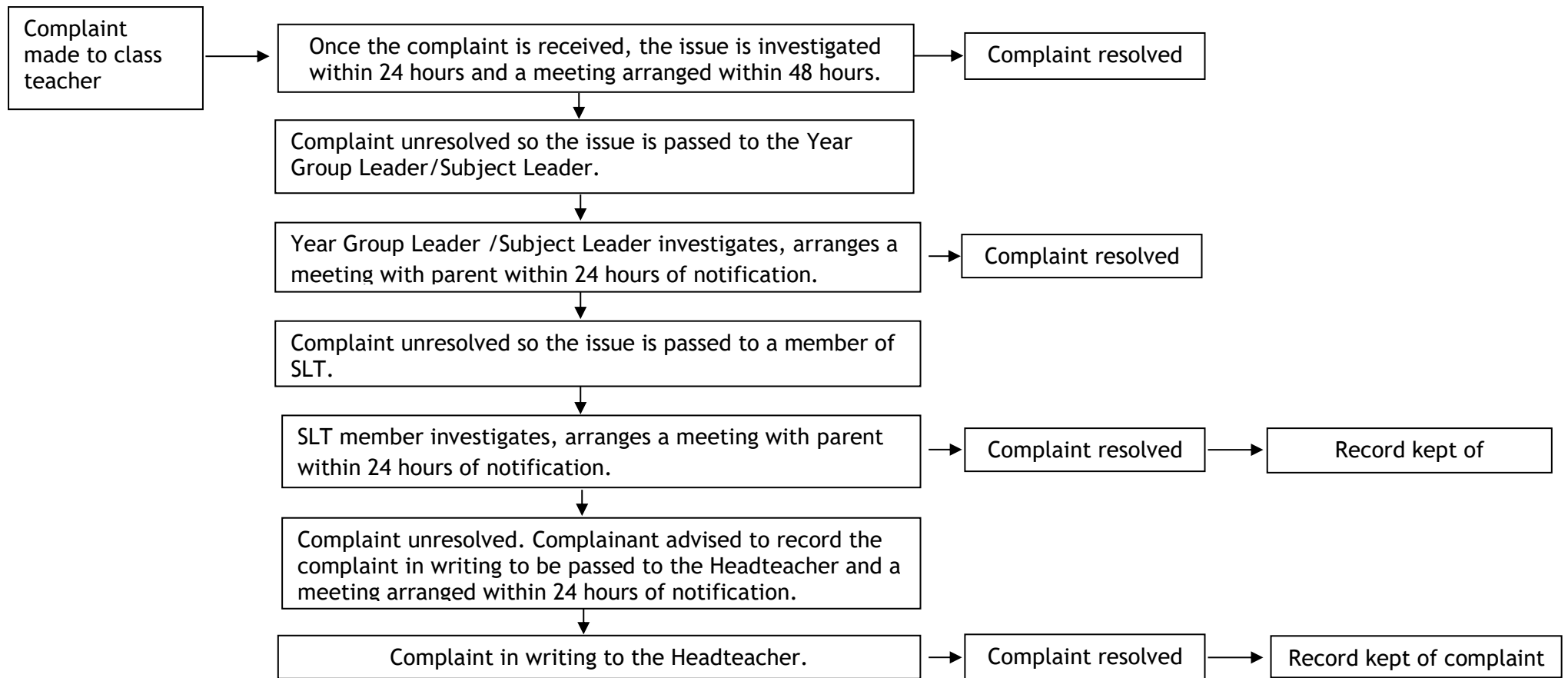
Monitoring and Review

- A continuous process of self-evaluation by the SLT will monitor the process of dealing with complaints.
- SLT take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

Inclusivity

DESS is committed to ensuring every child accesses learning and the curriculum equally, at a level that meets their individual needs, alongside peers of the appropriate age. As an inclusive school, we adapt our provision to meet individual needs, including the content of this policy.

General School Complaints



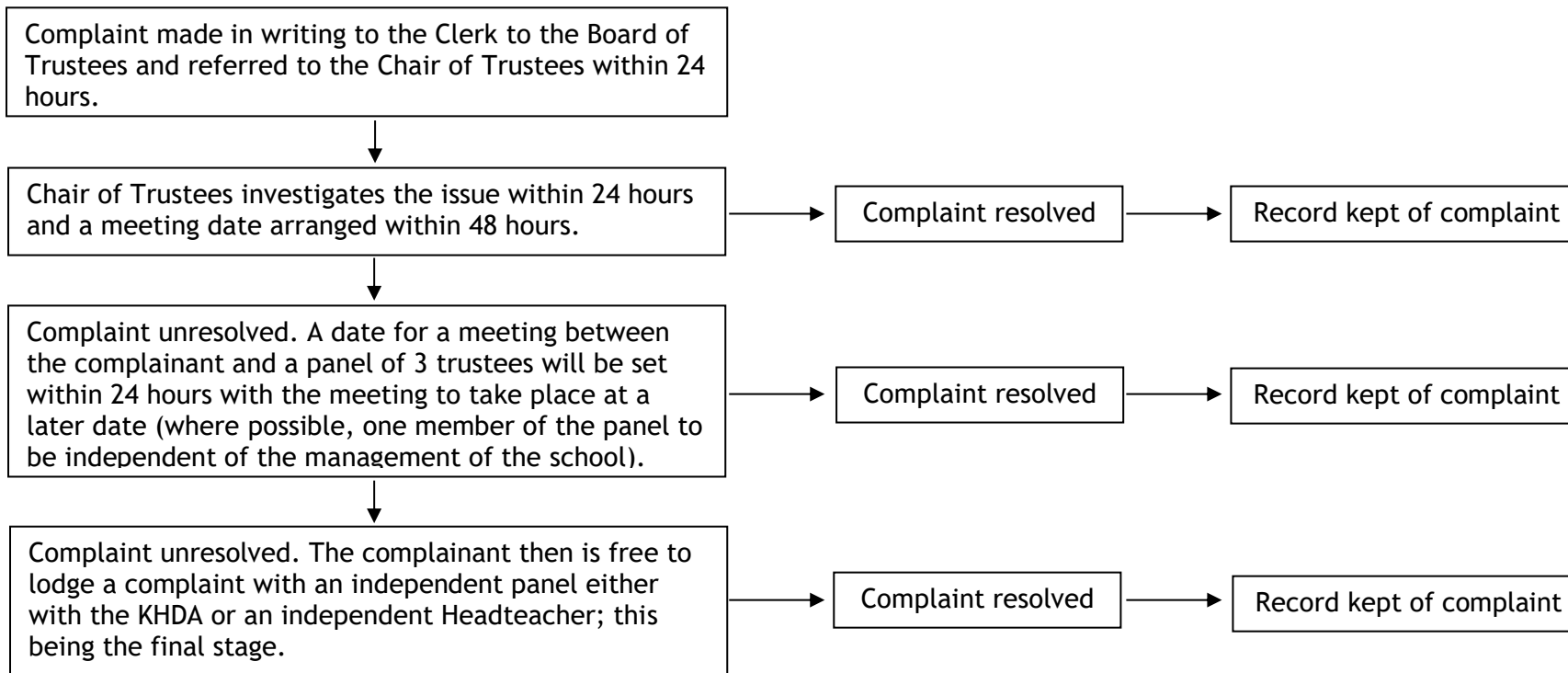
If a complaint is against a member of staff, then the complainant should write to the line manager of that staff member. A meeting will be arranged within 24 hours of notification.

If the complaint is not resolved, a parent may make representation to the Principal. The Principal will then consider the complaint and make a final judgement in an attempt to resolve the complaint. A meeting with the Principal will be arranged within 24 hours of notification.

If the complainant is still not satisfied, then the matter should be referred to the Board of Trustees via the Clerk. A date for a meeting between the complainant and a panel of 3 trustees will be set within 24 hours with the meeting to take place at a later date.

Their decision will be binding from an internal perspective, though the matter can thereafter be taken up with an independent panel from the KHDA, particularly if parents believe the school or individuals within it have breached their part of the contract. A copy of the findings and recommendations will be given to the complainant and kept confidential. Where applicable, a review date may be set.

Complaint against the Headteacher or Principal



Parents may be asked to attend the Trustee Panel hearing.

Parents can be accompanied when attending the appeal meeting.

The Principal may be asked by the Board of Trustees to meet with the parents if the complaint is about the Headteacher to bring about a swift resolution.

Ideally the matter should not escalate beyond the Board of Trustees as the KHDA are keen, as we all are, for matters to be resolved internally without the need for their involvement.

Any findings and/or recommendations will be given to the complainant and/or the person complained about and the Headteacher.

Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.

Any correspondence, statements and records of complaint will be kept confidential, except in cases where local legal requirements permit access or enable restriction by local authorities. Where applicable, a review date may be set.