



AL BASMA BRITISH SCHOOL

## Policy: Complaints

Approved/reviewed by	
Governors/Head of Centre	
Date of next review:	September 2024

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

# Complaints Policy

## Corresponding to Policy (21) and Article (26) of the Organising Regulations

### DEFINITION(S):

For the purpose of this policy, the School Complaints Committee refers to Al Basma School's permanent sub-committee formed by the Board of Governors. Its responsibility is to consider written complaints filed against the School and its modus operandi whether from a Parent/Guardian, member of staff, student or any other stakeholder, hereinafter referred to as the "complainant".

### PURPOSE(S):

- To address all complaints made against the School and its operations, and deal with them effectively and promptly.

### POLICY:

The School will establish a permanent School Complaints Committee that shall consider all written complaints made against the School and its operations, and attempt to resolve these, in line with the School's policies and the Council's regulations, policies and requirements.

Complaints should be resolved at the School level if possible, and if necessary with the help of the Principal (e.g. in respect of complaints from Parents/Guardians, teachers or other School staff).

All complaints should be directed to the class teacher in the first instance or the Grade Leader. If the complainant is not satisfied with the response, they can refer it to the VP or AVP leading the area. If they are not satisfied with the response, they can refer it to the Principal. In the event of the complaint being about the Principal it can be referred to the General Manager or MD via the CRM.

In case the parties are dissatisfied with the Principal-proposed solution, the complainant should refer the complaint, in writing, to the School Complaints Committee.

The Complaints Committee is made up of a Parent Governor, a Teacher Governor, a non-teaching Staff Governor, the Arabic Coordinator, the Administration Manager, a member of SLT not involved with the complaint previously and is chaired by the Principal. If a complaint has been made against the Principal, then the Principal shall be excluded from the committee and replaced with the MD who is Chair of the Board of Governors. The complainant may attend the hearing with an independent representative if they wish.

All written complaints shall be acknowledged within 24 hours of receipt. The School Complaints Committee shall review and respond to all complaints in writing within ten working days. A report detailing the Committee's findings will be sent to the complainant, the Principal, the MD and the person against whom the complaint was made.

If the complaint has not been properly handled, the complainant has the right of appeal to the Council against the decisions of the School's Complaints Committee.

The School will keep a confidential written record of the Committee meeting and will present the same to the Board of Trustees, and the Council if requested.

The School will provide the Council with the name and contact information of the Chair of the School Complaints Committee, in order to facilitate communication with him/her.

#### ROLES AND RESPONSIBILITIES:

School Owners and the Board of Trustees will:

- Establish a School Complaints Committee.
- Oversee the work of the School Complaints Committee.
- Ensure that the School Complaints Committee deals with all complaints regarding the School and its operations professionally, effectively and promptly.

<b>Draft Date:</b>	<b>12/10/2022</b>
<b>Approved By Board of Governors:</b>	<b>Approved</b>
<b>Principal Approval:</b>	
<b>Review Date:</b>	<b>12/10/2023</b>