



Feedback and Complaints Policy

Rationale

Arcadia School believes that pupils and parents are entitled to expect courteous and prompt, careful attention to their needs, views, opinions and wishes. We take seriously any complaints and concerns that may arise which involve a child, parent or staff member. We also welcome suggestions and feedback on how to improve our school.

We give prompt and serious attention to any areas of dissatisfaction. We anticipate that most concerns will be resolved quickly by approaching the appropriate member of staff. If this does not achieve the desired result, we have a procedure for dealing with concerns.

Aims and Objectives

- To provide clear guidelines for all stakeholders
- To ensure a safe environment
- To promote an environment of trust

Our Approach Towards Complaints

We recognise and acknowledge the parental entitlement to complain or raise a grievance and will endeavour to work with parents in the best interests of the students in our care.

The culture of the School is open and complaints are received in a positive manner. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the School, as we are here to help. We would ask, however, that together the school and parents present a united front in order to avoid any child receiving potentially confusing or conflicting messages. We aim to bring all concerns about the running of the School to a satisfactory conclusion for all parties involved, to ensure a good quality of service for pupils and parents, to provide the best practice while following legislation, to guarantee transparency through open communication with parents and staff alike, and to maintain a good working relationship between everyone involved with the school. We will make every effort to resolve any issues within our setting.

Confidentiality

Confidentiality is 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 of such will be limited to the Principal and/or the Head of School (Primary or Secondary) and those who may be directly involved. It is the School's policy that complaints made by parents will not have any adverse effect on their children in any way. In the event of 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 also aware of this referral at the time.



Making a Complaint

This policy may be used by anyone who has a concern, suggestion, compliment, feedback or complaint about any aspect of the School. In essence this will mean the parents and guardians of the School's pupils, but may include neighbours of the school, or any other members of the local community.

Stage 1: Informal discussion

The vast majority of concerns and complaints can be dealt with informally. There are many occasions where concerns are resolved straight away without the need to submit a formal complaint. Indeed, many concerns raised at this stage might not be classified as complaints.

Any party contacting the School may choose to contact the Head of Primary or Deputy Head directly of their own accord. In these cases, it will be at the discretion of the Head of Primary or Deputy Head as to whether or not to direct them to the particular staff member first.

Please refer to the Parent Complaint flowchart at the end of this policy (Appendix i).

Steps to be followed:

- A parent should request an appointment with the staff in charge of the particular area of his/ her concern. This can be initiated by phone, by email, or in person
- A suitable time and place should be agreed for both parties
- A one-to-one session should be held

It is not necessary to record or monitor complaints at this level. The Head of School and Deputy Head do 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 referred to the school's complaints procedure and advised how to escalate their complaint to the next stage.

Logging of Complaints

All complaints that reach stage 2 should be logged in the 'School's complaint folder'. This is to be made available to the School Board of Governors and to KHDA inspectors.

Stage 2: Referral to Head of School/ Deputy Head

At this stage, all communications between parties need to be carefully recorded and monitored with the following information and using the Formal Complaint Form (Appendix ii):

- the name of the complainant
- the date and time at which the 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 Head of School/ Deputy Head

Before proceeding with a formal investigation, the Head of School/Deputy Head 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 Head of School/ Deputy Head will proceed in accordance with the complaints policy and will 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 in writing to the Head of School/ Deputy Head/ School Board of Governors. For parents not comfortable with making written complaints, there is a template form for recording complaints (see appendix 1).

Steps to be followed:

- A parent should submit a written complaint to the student's class teacher or form tutor by email or in person using the Formal Complaint Form. At this stage, the class teacher should notify the Year Leader about the received written complaint. The Year Leader will notify the Head of School/ Deputy Head
- The Head of School/ Deputy Head should formally acknowledge the complaint within 24 hours of receiving it and begin an investigation
- The Head of School/ Deputy Head /School Board of Governors will need to investigate the complaint and review any relevant documentation and information. If necessary, Head of School/ Deputy Head will interview witnesses and take statements from those involved. If the complaint involves a pupil, the pupil will also usually be questioned
- When the investigation into the complaint is completed, the Head of School/ Deputy Head will meet with the parents to discuss the outcome within 10 working days of the acknowledgement. The opportunity for the Head of Primary/ Deputy Head/School Board of Governors 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 of the parties present at the meeting should sign the minutes and receive a copy. A copy should also be sent to the School Board of Governors

A record of the written complaint from parents and the summative points from the meeting shall be kept in the following files:

- in the child's personal file if it is related to the child only
- in the staff's file with the Head of School/ Deputy Head if it is related to the faculty staff
- in the School staff files for all non-academic staff, School Facilities, Admin, HR/ Accounts, if appropriate; and
- in the School complaints file if it is related to the School in general
- records should be retained for a period of two years

Stage 3: Referral to CEO

In the event that the complainant remains dissatisfied with the outcome of the School's investigation, the matter may be referred to the School Board of Governors for appeal. The elected member of the School Board will request a full report from the Head of Primary/ Deputy Head along with all relevant documents. On the basis of these, the member of the School Board may call for a briefing from individual members of staff. The member of the School Board will acknowledge within 24 hours of



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receipt of the referral that the complaint is being reviewed and he/she will ask the parent if they wish to add further details for consideration. A date will also be given by which the parent may expect a full response. The member of the School Board may be able to offer a new approach that may satisfactorily conclude the matter for the parent. The response will be clear and detailed but if the parent remains dissatisfied the member of the School Board will also offer a meeting.

If a meeting is requested those involved will be:

- The member of the School Board (CEO)
- The Principal / Head of School / Deputy Head
- The relevant member of staff (if deemed necessary); and
- The parents

Stage 4: Official complaint to KHDA

In the unlikely event that the School is unable to address an individual's concerns to their satisfaction, the individual may wish to approach the regulator, Knowledge and Human Development Authority (KHDA) in Dubai. This option can be pursued even if the child is withdrawn from the School.

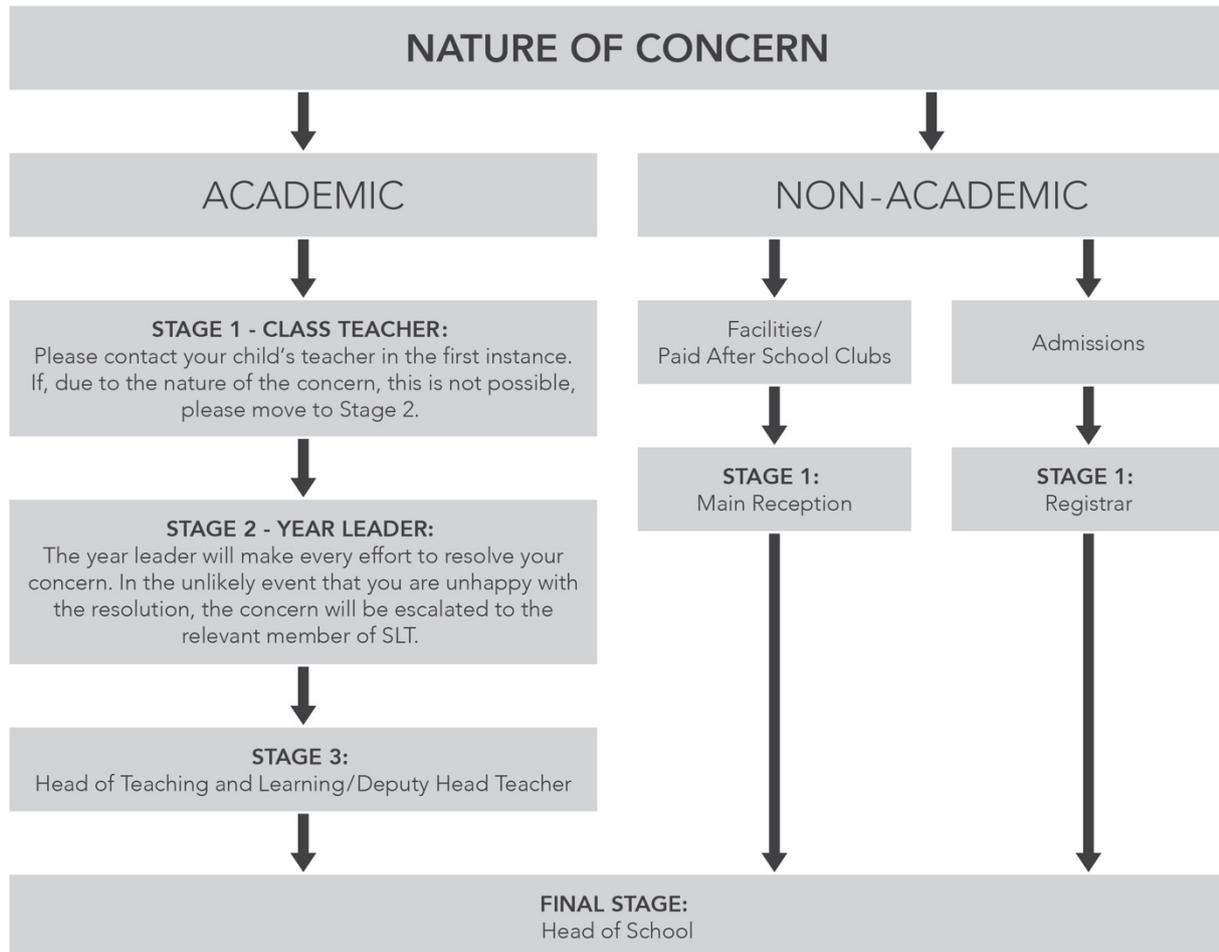
- Parents may approach KHDA directly after the last or any stage of this complaints procedure.
- We have set out below the contact details for KHDA.

<http://www.khda.gov.ae/en/aboutus/contactus.aspx>

Knowledge and Human Development Authority (KHDA)
Block 8, Academic City,
P.O Box 500008,
Dubai, U.A.E.
Tel: +971-4-3640000
Fax: +971-4-3640001
Email: info@khda.gov.ae
Twitter: twitter.com\KHDA



Appendix (i)





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Appendix (ii)

Formal Complaint Form

To be filled by parent/s

Parent Name	
Child's Name	
Address	
Telephone Number	
Details of Complaint	
Date and Time of Incident	
Action Taken	
Staff Member	
Signature	
Date	