



Nurture  
Lifelong  
Learning

## 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

- 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.

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.

## **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 Executive 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.

## **Procedures for Making a Complaint to School**

### *❖ Stage 1: Informal*

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 Executive Principal of Arcadia School directly of their own accord. In these cases, it will be at the discretion of the Principal 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).***

All concerns at this stage must be resolved or moved to the next stage within 48 hours. 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.

### *❖ Stage 2: Formal*

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

Before proceeding with a formal investigation, A member of the Senior Leadership Team 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 member of the Senior Leadership Team will proceed in accordance with the complaints policy and will advise the parents accordingly.

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;
- how the complaint is/will be investigated (including written records of interviews held);
- results and conclusions of investigations;
- the complainant's response (satisfaction or further pursuit of complaint).

All concerns at this stage must be resolved or moved to the next stage within 48 hours.

### **Submitting a formal complaint**

- a) The Executive Principal/Head of School should formally acknowledge the complaint within 24 hours of receiving it and begin an investigation.
- b) The Executive Principal/Head of School will need to investigate the complaint and review any relevant documentation and information. If necessary, they will interview witnesses and take statements from those involved. If the complaint involves a pupil, the pupil will also usually be questioned.
- c) When the investigation into the complaint is completed, the Executive Principal/Head of School will meet with the parents to discuss the outcome within 5 working days of the acknowledgement. The opportunity 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 Panel.

A record of the written complaint from parents 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 Academic staff's file with the Executive Principal/Head of School if it is related to the faculty staff;
- c) in the School staff files for all non-academic staff, School Facilities, Admin, HR/ Accounts, if appropriate; and
- d) in the School complaints file if it is related to the School in general
  - records should be retained for a period of two years.

*\*Timescale for feedback during a term break/public holiday will be 24 hours for acknowledgement of the issue with a 5 day response time if this can be resolved via the front desk team. For escalated issues this should be resolved within a further 5 working days.*

#### **❖ Stage 3: Referral to School Panel (Board of Governors - Final Stage)**

In the event that the complainant remains dissatisfied with the outcome of the School's investigation, the matter may be referred to the School Panel (consisting of three (3) people; two (2) from the Board of Governors, who are not directly linked to the concern raised and one (1) independent party) for appeal. The elected member of the School Panel will request a full report from the Executive Principal/Head of School along with all relevant documents. The School Panel will acknowledge within 24 hours of 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 no later than 5 working days after the acknowledgement.

The parent/s will be invited to attend the panel meeting along with one other person. A member of the School Panel will submit the panel's findings in writing within ten (10) working days from the date of the panel hearing.

All of the results and findings from the Panel meeting will be made available in writing and will be kept on file for future reference/inspection.

## **Raising a Complaint with KHDA**

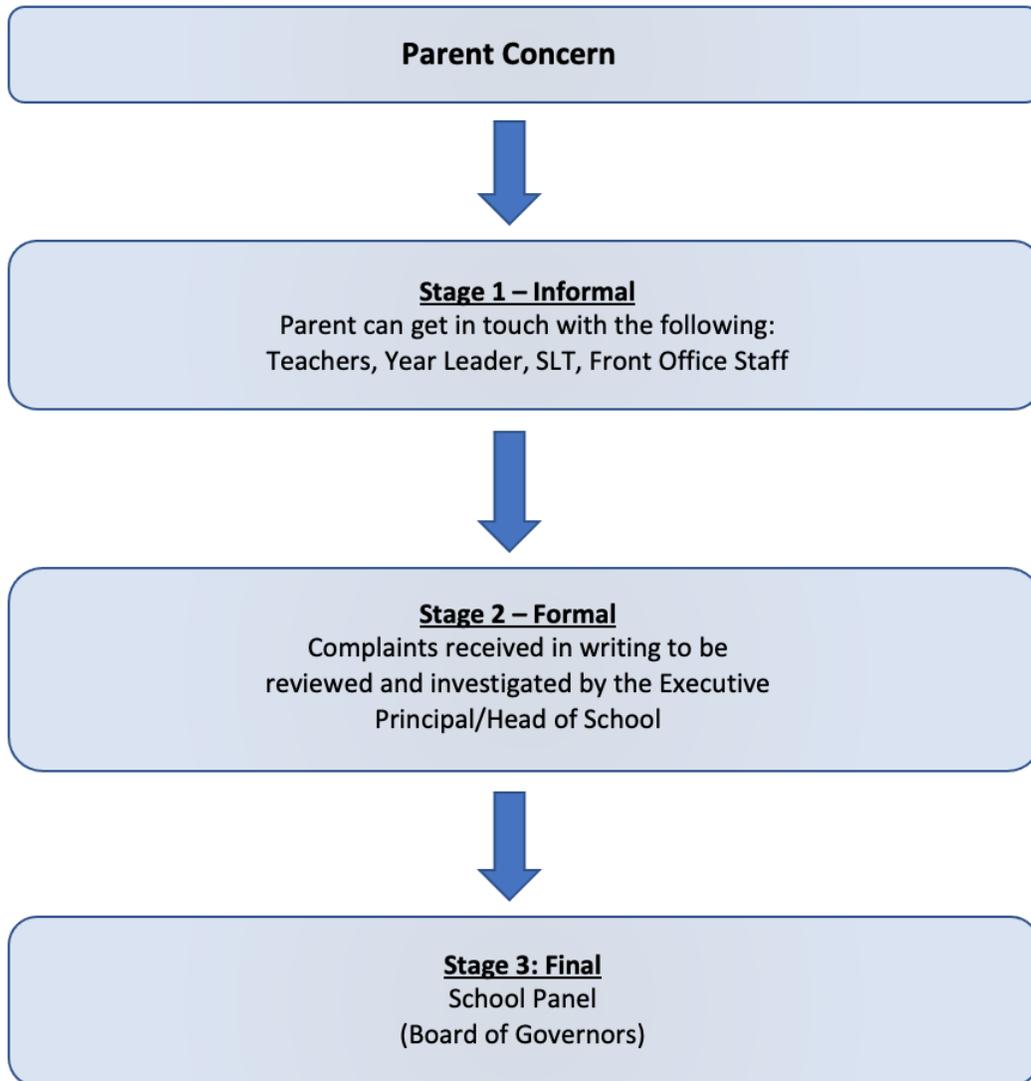
In the unlikely event that the School is unable to address an individual's concerns to their satisfaction, the individual may wish to approach the regulator, Knowledge and Human Development Authority (KHDA) in Dubai. This option can be pursued even if the child is withdrawn from the School.

- 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](mailto:info@khda.gov.ae)  
Twitter: [twitter.com\KHDA](https://twitter.com/KHDA)

### Parent Complaint Flowchart



Appendix (ii)

Formal Complaint Form

***To be filled in by the parent/s***

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

Policy Implemented: August 2017

Policy Review Date: July 2021

Policy Responsibility: Parent Relations Manager

Board Approval: July 2021

Version: 3