

PARENT COMPLAINTS AND GRIEVANCES POLICY

At DePS we work as a team to give each child the best possible opportunities for their future.

However, we realize that from time-to-time communication can break down and problems arise. We want to keep these to a minimum by being open and consistent and working in partnership with the parents. However, if a problem should arise the complaints procedure will ensure that difficulties are resolved quickly and smoothly. To ensure a child's school life is happy and successful, the complaints procedure must be followed in all instances.

All subject-related queries should be raised by appointment with the child's teacher or subject teacher in the first instance. All pastoral matters should be raised by appointment with the class teacher or Homeroom tutor in the first instance. Most of the queries and anxieties can be dealt with informally, in this way.

If the complaint cannot be resolved in this way, then an appointment should be made with the relevant member of staff. This could be the Head of Department/Head of Year.

In the case of a child with Special Educational Needs, the parents should contact the Special Educators that are directly working with their child, in the first instance. If the complaint cannot be resolved in this way, then an appointment should be made with the SENCO (Head of Inclusion). If parents are still not satisfied, they should book an appointment with the Assistant Principal in Charge of Inclusion.

More serious complaints can be referred straight to the appropriate Assistant Principal who should be able to resolve matters. If not, then they will be passed on to the principal. If any complaint cannot be resolved through these informal methods, it should be put in writing to the principal to be dealt with.

Parents have the right to request that the Board of Governors hear any grievance that they feel has not been properly addressed by the school's Principal and the Administrative office and following the KHDA Parent School Contract agreement.

The parent concerned should inform the Board of the problem in writing. The letter should be passed to the school's Office Manager who in turn will give the letter to the committee and Principal.

The principal will be asked to provide the Chairperson with all the information relevant to this complaint. The Chairperson will determine if a hearing is necessary for the Board of Governors.

If a hearing is necessary, the Board of Governors will be required to set up a committee comprised of a teacher, a parent, a school leader and a member of the Board of Governors. None of the members of the committee shall have any connection to the original concern or complaint. The parent may attend the committee hearing, however legal representation is not considered appropriate. The committee shall study the matter and within 10 working days issue a written report to the principal of the school and to the parent and where relevant the person complained about.

All parent complaint documents need to be presented at the next Board of Governors meeting.

All parent complaints should be recorded with details of action taken and outcome. Written records indicate whether complaints are resolved at the preliminary stage or whether they proceed to a panel hearing.

At Deira Private School (DePS) we welcome suggestions and comments from parents and take any complaints and concerns that they may raise 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.

We will to 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 realise that we will listen and take all complaints seriously.
- We take appropriate action where necessary.

Students Teaching and Learning

Stage 1 - Initial complaint directed to the class teacher/Homeroom Tutor/Subject teacher to be resolved and feedback provided within 24 hours on ILMASOFT

Stage 2 - Initial complaint directed to the Head of Year to be resolved and feedback provided within 2 days on ILMASOFT

Stage 3 - Forwarded to the respective Assistant Principal responsible for investigation and feedback within 3 days on ILMASOFT

Stage 4 - Forwarded to the Principal - for investigation and feedback on ILMASOFT

Stage 5 - Forwarded to the CEO for final resolution within 4 days on ILMASOFT

Students Behaviour, Emotional Wellbeing or Support

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided within 24 hours on ILMASOFT

Stage 2 - Initial complaint directed to the Head of Year to be resolved and feedback provided within 2 days on ILMASOFT

Stage 3 - Forwarded to the Head of Pastoral Care/Counsellor for investigation and feedback on ILMASOFT

Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the Facilities/Transport incharge to be resolved and feedback provided

Stage 2 - Initial complaint directed to the Facilities Manager/ HSE/ Assistant Principal to be resolved and feedback provided

Stage 3 - Forwarded to the Principal/CEO for final resolution

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 Head of School 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.

Document	Complaint Policy
Date written	September 2019
Last reviewed	March 2023
Next Review	August 2024
Version	Working Document