



Complaint Policy and Procedure Policy

Introduction

Diyar International Private School is committed to good communication between home and school and to listening and being sensitive to family's views and opinions.

The vast majority of concerns and complaints related to learning, can be resolved informally, often straight away by the class teacher or appropriate senior leader, e.g. Head of Department, Head of Section, Vice Principal.

To ensure confidentiality, concerns should be heard in private at an appropriate time and not where pupils, staff or parents can overhear.

Communication with Parents

Good communication is based on mutual respect. Our team will take care in all communications with parents both formal and informal in the school and out of school. We are mindful of the cultural differences which are apparent in a multicultural community.

We find that face-to-face communications are best, but this is not always possible. Care will be taken when responding to emails. Teachers will ensure they are following the school's Communications Protocol and guidance at all times.

Complaints should be received in private area where confidentiality may be maintained.

Communications with the School by Parents

The school appreciates that being a parent is at

times, very emotional, and it is natural to want to protect our children, but parents must control their actions to ensure that a positive result is achieved.

Resolving Complaints

At each stage in the procedure, we will discuss and agree many ways in which the complaint might be resolved. It might be enough to acknowledge that the complaint is valid in whole or in part.

Verbal complaints will be managed immediately if possible or within 4 working days, if not.

Written complaints will receive a written response within 8 working days, depending on the need for an investigation.

Once a complaint is addressed, if parents are still dissatisfied with the steps taken, they are asked to follow the formal complaints.

Most complaints are best dealt with informally for all concerned. It makes sense to attempt a face-to-face resolution to protect relationships.

Formal Complaints may only be made in writing. They will be dealt with by an individual nominated by the Principal.

Supporting Positive Communications

School communities thrive when built on positive relationships and when the barriers between school and home are broken down to ensure transparency and understanding.

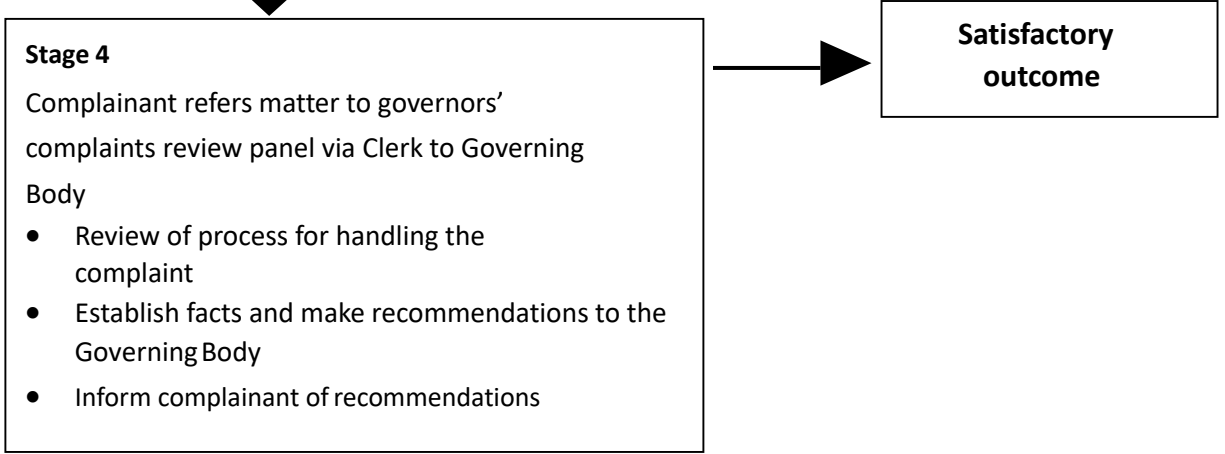
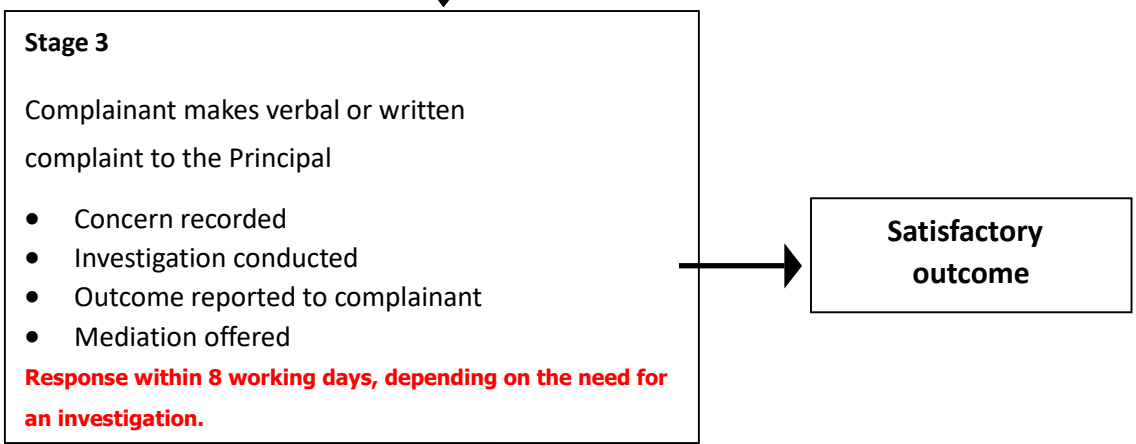
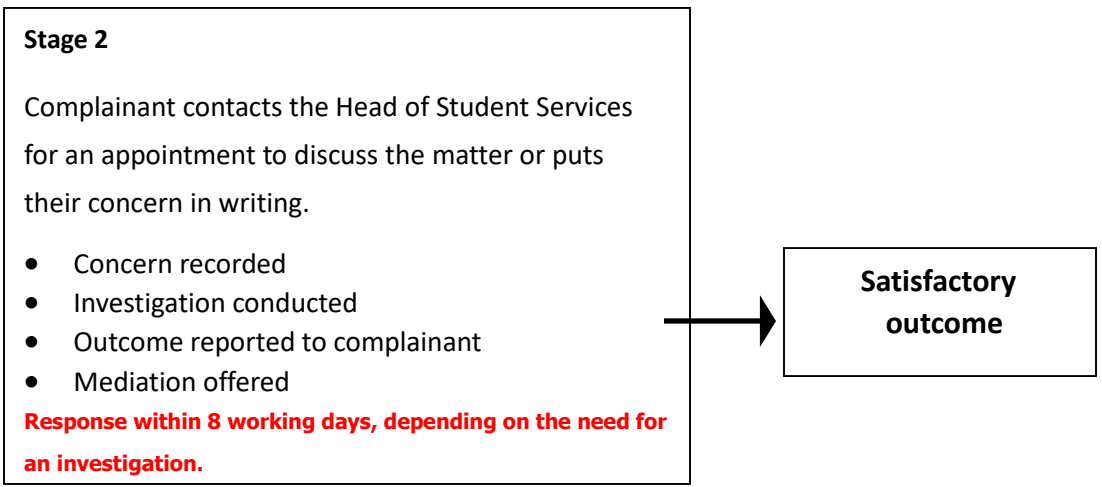
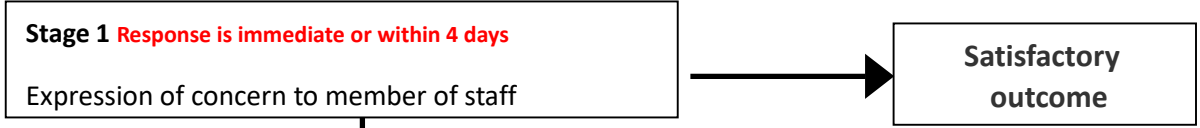
The following occasions allow this to happen:

- Principal's Coffee and Chat Sessions (termly)
- Teacher Coffee Mornings (termly)
- Student Services Drop-Ins (daily)
- Counsellor Sessions (by appointment)
- Career and College Clinics (by family appointment or drop in by students)
- PSTA Meetings (termly)
- Student Council Meetings (monthly)
- Parent-Teacher Consultations (termly)

The referral guidelines below show to whom a complaint should be made:

Issue				
Education and Learning	Child Welfare	Operations	Staff Concerns	School Transport & Security
Subject matter, homework or the curriculum	Welfare issues, problems between pupils	School organization, policies, serious issues	Staff conduct	Bus issues
Complaint made to:				
Home Room Teacher Subject Teacher Head of Department		Vice Principal		Transport Manager
If you prefer to speak to an Arabic speaker please contact our Students Services Team				
Serious or Safeguarding issues				
Principal				
Complaint about the School Leadership				
Chief Executive Officer – Education				
Complaint about the CEO Education				
Advisory Board Member				

Model Procedure for Dealing Complaints



Official Use Only
HRT ST HOD HOS SS C CC P CEO

Complaint Tracking Form (2)

To be updated following every contact with parents, following the raising of a formal complaint

Name of Complainant

Name of Child the complaint relates to

Date of Initial Complaint

Additional dates

Complaint submitted to

Summary of Initial Complaint Subsequent

Actions Complaint Resolved (please circle) YES NO

Complaint Escalated To Whom? (Please circle)

HOD HOS VP Principal CEO Advisory Board

Signed:..... (Teacher, SLT
Member etc.)

Date:

Complaints Policy and Procedure Formal

Complaint Record Form