



## **SUMMARY**

It is one of the ADEK's Rules for every School to establish procedures for dealing with complaints from parents, pupils, members of staff, governors, and members of the local community and others. This includes complaints about the School and any community facilities or services that the School provides.

### **The Role of a Complaints Procedure**

A complaints procedure: is a way of ensuring that anyone with an interest in the School can raise a concern, with confidence that it will be heard and if well founded, addressed in an appropriate and timely fashion.

### **Purpose**

The school's values are concerned with meeting the needs of pupils, parents and other stakeholders. The governing body believes that feedback is an important ingredient in self-evaluation and raising standards. All stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously. The school takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints.

The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavour to resolve issues on the spot.

Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

### **Applicability**

The policy shall apply to all employees and governors of the school. It is the shared responsibility of the Principal and the Chairman of the Governing Body to ensure that these groups are made aware of the policy and procedure.

### **The Complaints Procedure will:**

- Encourage resolution of problems by informal means wherever possible;
- Be easily accessible and publicised
- Be simple to understand and use
- Be impartial
- Be non-adversarial
- Ensure a full and fair investigation by an independent panel where necessary
- Respect people's desire for confidentiality
- Address all the points at issue and provide an effective response and appropriate redress, where necessary
- Provide information to the school's senior management team so that services can be improved.

### **A complaints procedure provides a framework so that:**

- Anyone with an interest in the School (Parents, members of staff, governors, pupils, members of the local community and others) is clear how they can express complaints, and how they will be responded to at each stage.

- School Staff and governors are clear about their roles and responsibilities in responding to complaints.
- School can learn lessons and improve procedures as a result of individual cases and monitor long – term trends.

### **Investigating Complaints**

At each stage the person dealing with the complaint makes sure that they:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them if unsure or further information is necessary;
- clarify what the complainant feels would put things right;
- talk to those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- approach matters with an open mind and keep records

### **The Stages of the Complaints Process**

#### **Stage 1**

The complainant raises and discusses their concerns/issues with child/young person's class teacher. Most concerns can be resolved satisfactorily at this stage. However, the staff member may feel it more appropriate to refer the complainant to a more senior or experienced member of staff who will try to resolve the concern informally.

#### **Stage 2**

If the complainant remains unhappy, they should then contact the appropriate member of the Senior Leadership Team either by arranging an appointment to see them or putting their concerns in writing.

The member of the Senior Leadership Team will then investigate the complaint. An acknowledgement will be made of the concern/complaint within 24 hours. They will respond to the issues raised within 5 school working days of receiving the complaint. If it is not possible to resolve the issue in this time, then the matter will be passed to the School Principal.

If the concern or complaint is against the School Principal, in the first instance the complainant will need to write in confidence to the Chair of Governors at the school. The Chair of Governors will seek to resolve the issue informally before, if necessary, moving to Stage 4.

#### **Stage 3**

The School Principal will consider the complaint and make further investigations which will involve a meeting with all concerned parties. Following the investigation by the School Principal a decision will be made regarding the complaint and this will be communicated to the complainant within 15 days.

#### **Stage 4**

If the Principal is unable to resolve the concern to the satisfaction of the complainant, the complainant may write to the Chair of Governors at the school. The Chair of Governors will acknowledge the complaint within five school working days and will carry out a subsequent investigation.

Once the investigation has taken place the complainant and school will be informed of the decision within a further five school working days.

## Stage 5

If the complainant remains unsatisfied by the outcome of the investigation carried out by the Chair of Governors, they may contact ADEC, who will investigate if the school's complaints process has been carried out appropriately.

### The members of Complaint Committee (Senior Leadership Team)

SL NO:	Name	Responsibilities	Contact Number	Email Address
1.	Sr. Carmen	Principal	0504112895	Principal@stjosephsschool.ae
2.	Sr. Minette	Vice Principal	0501821154	<a href="mailto:viceprincipal@stjosephsschool.ae">viceprincipal@stjosephsschool.ae</a>
3.	Sr. Anita	Students Personal Development	0544011808	Sr.anita@stjosephsschool.ae
4.	Mrs. Mariamma Rameshkumar	Learning Supervisor	0558593865	<a href="mailto:mariammar@stjosephsschool.ae">mariammar@stjosephsschool.ae</a>
5.	Mrs. Swati Gadgil	Teaching Supervisor	0507718632	<a href="mailto:swatig@stjosephsschool.ae">swatig@stjosephsschool.ae</a>
6.	Mrs. Gigi Varghese	Curriculum Coordinator	0504145812	<a href="mailto:gigv@stjosephsschool.ae">gigv@stjosephsschool.ae</a>
7.	Mrs. Sonal Srivastava	Transport Coordinator	055624253	<a href="mailto:sonals@stjosephsschool.ae">sonals@stjosephsschool.ae</a>
8.	Mrs. Prinitha V.	Social Worker	0552502424	<a href="mailto:prinithar@stjosephsschool.ae">prinithar@stjosephsschool.ae</a>
9.	Mrs. Indu Varghese	Psychological Specialist	0555580876	<a href="mailto:induv@stjosephsschool.ae">induv@stjosephsschool.ae</a>

### Handling Information

Complaints are kept confidential and only those involved in investigating and making a decision is made aware of the nature of the complaint.

The accused person is entitled to know the substance of the accusation. However, there are cases where the governing body may decide to withhold information e.g. where there is a need to protect the source (or there is a legal reason why the information should not be released) or to meet data protection requirements.

## **Complaints Involving Pupils**

Particular consideration is given to arrangements for handling complaints involving pupils. Pupils may be involved as complainants, as the subject of a complaint or as witnesses. At each stage a pupil may be accompanied by his or her parent/guardian or an adult of the pupil's choice.

### **Impartiality and Fairness**

Complaints' procedures should be fair to all parties and applied consistently.

### **Timing**

Every effort will be made to investigate complaints quickly.


### **Monitoring and evaluating the policy**

All documentation regarding complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded and a summary included in the Principal's next report to governors.

The governing body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole governing body will not name individuals.

The monitoring and review of complaints by the school and the governing body is a useful tool in evaluating the school's performance, and will contribute to school improvement. Any underlying issues identified will be addressed.

**Date of next review: 31<sup>st</sup> March 2021**



**Sr. Carmen  
Principal**