



COMPLAINTS POLICY

Policy Issued	September 2019
Policy Review	March 2023
Lead Professional	Principal
SGG Ratification	March 2023

RATIONALE

This document highlights the procedure for communication with regards to complaints and the process to follow.

INTRODUCTION

Al Mamoura Academy strives to be an open, professional organisation in which all members of the community feel valued and able to play a full and active part in its development.

Communications may take a variety of forms; verbal (meetings/telephones/Teams), written (through letters, notes in planners, email, website/school communicator). Occasionally a communication maybe received second hand.

In a busy school, effective communication is key. For this reason, the academy is proactive in encouraging the use of modern communication networks.

All members of staff at Al Mamoura Academy have a school email address. These are regularly promoted throughout the school community and encouraged to be the main channel of communication between staff and parents.

To support with effective communication and handling complaints, the school has an Arabic speaking Parent Relations Executive who is dedicated to building relationships within the school community and resolving issues.

All Communication should be acknowledged within 24 hours.

PARENTS

Parents who wish to speak with any member of staff other than their child's classroom teacher, should contact the school or the teacher directly through their school email to arrange a mutually convenient time to meet. Normally most concerns are usually resolved by raising the issue or concern with the class teacher or form tutor.

Sometimes, this is not resolved to the satisfaction of the parent and a conversation with the Head of Year or Head of Department may be necessary.

Al Mamoura Academy believes that students achieve their best when the school and family work together.

COMPLAINTS PROCEDURE

INTRODUCTION

Al Mamoura Academy is committed to listening to the views of all our parents in order to improve our provision. Al Mamoura Academy believes that all complaints should be



seen as important and we endeavour to resolve problems quickly and efficiently and in line with ADEK policy guidelines.

Guiding Principles

The guiding principles behind the School's Complaints Procedure are:

- All communications are dealt with promptly, efficiently, objectively and professionally.
- We aim to respond to specific issues in an informal manner and resolve them quickly, sensitively and to the satisfaction of the person concerned.
- Communications can be received in person, by telephone, by e-mail or by the online form on our website.
- The complaint will be addressed within 24 hours with a follow up timeframe specified if necessary.

Al Mamoura Academy enjoys professional relationships with parents, children and the community based on mutual respect and a willingness to listen to the views of others and to respond constructively and in the best interests of the child. Below are some guidelines showing how the issue can be referred

WHAT IS A COMPLAINT?

The expression of dissatisfaction can be about a variety of different possibilities. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.

In most cases concerns or issues raised can be resolved through discussion and good communication. Inevitably, there may be outcomes that parents are not happy with and under such circumstances a formal procedure needs to be followed to ensure all involved are treated fairly and that the situation may be resolved.

RESOLVING COMPLAINTS

When a complaint has been made most people want:

- To be dealt with immediately and with a sense of urgency;
- To discuss the matter;
- To be listened to;
- To receive a sincere apology;
- To be told what action is to be taken / offered a resolution;
- To be reassured that all measures will be taken to prevent the concern happening again in the future.

It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology;
- An explanation;
- An admission that the situation could have been handled differently or better;
- An assurance that the event complained of will not recur;
- An explanation of the steps that have been taken to ensure that it will not happen again;
- An undertaking to review school policies in light of the complaint.



After an investigation, it may also be the case that the complaint may not have any substance and is therefore considered to be unfounded or unsubstantiated.

QUERIES/COMPLAINTS PROCEDURE

If the Parent Relations Executive is contacted and is unable to resolve the complaint, they will refer the complainant through the correct channel listed below:

1. **Contact Class Teacher** - the class teacher can often resolve any parental issues or concerns.



2. **Contact Head of Year, Head of Department or Director of Phase** – the Head of Year, Head of Department or Director of Phase may be able to solve the concern or issue.



3. **Contact Assistant Principal/Lower or Middle & Senior School Principals** – If the concern has not been addressed to a parent's satisfaction, the issue can be referred to the Assistant Principal or the Lower or Middle & Senior School Principals.



4. **Contact Principal/CEO** – The Assistant Principal or Head Of School will refer to the Principal and the Principal is often able to address serious issues within their school. If unresolved at this point, there may be an appeal to a Director of Education at Aldar HQ.



5. **Contact Aldar Education Director of Education** - If the procedure has been followed and the Principal involved, the Director of Education will see parents and liaise with the school to address the complaint. The Director will make a final judgement after investigation.





6. **Contact Aldar Education CEO** (for appeals at Director Level) - In exceptional circumstances and if parents remain unhappy with the Director's decision, the final appeal may be heard by the CEO.

DEALING WITH COMPLAINTS

As highlighted, Al Mamoura Academy follows a six-stage procedure as follows:

Stage 1 - Informal Stage to class teacher

Stage 2 - Informal stage to Head of Year/ Head of Department / Head of Key Stage

Stage 3 - Formal Complaint to Assistant Principal / LS or MS & SS Principal

Stage 4 - Formal Complaint to Principal/CEO

Stage 5 - Formal Complaint to Aldar Education, Director of Education

Stage 6 –Appeals will be directed to the Aldar Education CEO

ADEK Complaints

Any school related complaints reported directly to ADEK are now returned to the school so that the correct process may be followed. As per ADEK guidelines, once a complaint is received the school will investigate the complaint, work to resolve the matter and report the outcome back to ADEK with Principals approval.

DEALING WITH COMPLAINTS

STAGE 1 and STAGE 2 - INFORMAL

Most concerns can be easily resolved informally by discussion and good communication with the school staff. Clarity is necessary in ascertaining whether a parent is asking a question or expressing an opinion, rather than making a complaint. Parents may approach the class subject teacher or Head of Year directly with a concern to attempt to resolve the matter.

Should the parent remain unhappy despite our best efforts, they should be asked to state their views in writing to the relevant Assistant Principal.

STAGE 3 - COMPLAINT TO ASSISTANT PRINCIPAL & LS or MS & SS

Principals

Once a concern has been received in writing, it becomes a complaint. It will be acknowledged within 24 hours.

The Assistant Principal or the LS or MS & SS Principals will investigate the complaint and will reply in full within 10 working days. If it is not possible to reply within this timescale an email will be sent to this effect with a brief explanation for the delay and an indication as to when the complaint is likely to receive a full response.

The Assistant Principal or relevant Principal may provide an opportunity for the complainant to meet him/her to supplement any information provided previously.

When a decision has been reached, the Assistant Principal or Head of School will make sure that the complainant is clear about the action taken. The letter will state clearly the right of the complainant to reply to the Principal within 5 working days of the



decision letter and the need to set out in what way they remain dissatisfied with the outcome.

STAGE 4 - FORMAL COMPLAINT TO PRINCIPAL/CEO

The complainant may appeal against the decision of the Assistant Principal / Head of School to the Principal within 5 working days of the decision from the school.

Within 3 working days of a written appeal, the Principal will write to the complainant to acknowledge receipt of the written request. The letter should also explain that the complainant has the right to submit any further documents relevant to the complaint. The Principal will investigate the complaint and will reply in full within 5 working days.

STAGE 5 - FORMAL COMPLAINT TO THE ALDAR EDUCATION, DIRECTORS OF EDUCATION

Stage 5 complaints should be sent to the Director of Education who will hear the case and minute the meeting. The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. A written statement outlining the decision will be sent to the complainant and the Principal within 5 working days.

APPEALS

This is when Stage 6 is applicable, appeals against this decision should be directed to the CEO. The CEO's decision is final and no further hearings will take place.

INVESTIGATING COMPLAINTS

The investigation must be objective and follow the process indicated below:

- 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 necessary);
- Clarify what the complainant feels would put things right;
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- Conduct an interview with an open mind and be prepared to persist in the questioning;
- Keep notes of any interview for record.

DEALING WITH UNREASONABLE OR PERSISTENT COMPLAINTS

It is vital that such incidents are dealt with effectively and where genuine complaints are raised, they should be dealt with fairly, honestly and properly, but where behaviour is characterised by:

- Actions that are obsessive, persistent, harassing, prolific, repetitious and/or
- Any insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- Any insistence upon pursuing meritorious complaints in an unreasonable



manner. The individual should be made aware of their behaviour and processes to stem excessive and unreasonable complaints for such individuals.

REVIEW

This policy will be reviewed once every two years or sooner if deemed necessary. Once the policy is reviewed it will be ratified by the SGG and then updated in the "AMA Staff Policies" Teams area and for parents updated on the Parent Portal.