



MAMOURA

BRITISH ACADEMY

Complaints Policy

Policy Issued	Term 1 2019-20
Policy Updated	Term 2 2024-25
Next Review	Term 2 2026-27
Lead Professional	Principal
SGG Ratification	Term 2 2024-25

Rationale

The MBA Complaints Policy provides transparency, fairness, and accountability by providing a clear framework for addressing concerns from parents, students, and staff. It fosters trust and positive relationships within the school community, encourages constructive feedback to drive continuous improvement, and ensures conflicts are resolved effectively and impartially. By aligning with legal and ethical standards, the policy supports the school's commitment to excellence, protecting its reputation and ensuring all stakeholders feel valued and heard.

Policy References

This policy is written in conjunction with:

- ADEK School Compliance Policy 2024-25
- ADEK School Records Policy 2024-25

INTRODUCTION

Mamoura British 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.

The purpose of this policy is to ensure that there are clear communication expectations for all stakeholders within the Mamoura British Academy community and to articulate a clear complaints process to be followed if the need arises.

Communications

High quality communication is key to the harmonisation of the MBA community. We host an open-door policy, implement a communications strategy (Appendix 1), share guidance supporting parents on who to contact if they need help (Appendix 2), staff email contacts are available and organisational charts are shared in weekly communications to families.

The importance of high quality communications is also supported by the appointment of a Parent Relations Executive (PRE) who acts as a main point of contact for families to deal with queries, questions and complaints.

At Mamoura British Academy we ensure that all communication should be acknowledged within **24 working hours**.

COMPLAINTS PROCEDURE

Mamoura British Academy is committed to listening to the views of all parents to ensure high levels of satisfaction and to continually improve our provision. All complaints are deemed to be important and we endeavour to resolve problems quickly and efficiently and in line with the ADEK Compliance Policy.

What is a Complaint?

A complaint is an expression of dissatisfaction that can be about a variety of different possibilities. At MBA we believe that 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 effective 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.

Complaints Handling Procedure

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

- 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 or via the hotline
- Written complaints must be acknowledged within 24 working hours of receipt and they are handled promptly, efficiently, objectively and professionally

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 complaint is unlikely to reoccur
- 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.

Overview of Procedure

- Stage 1 - Informal Stage to class teacher or Parent Relations Executive
- Stage 2 - Informal stage to Year Leader / Head of Key Stage or Department
- Stage 3 – Formal written complaint to PLT/MSLT
- Stage 4 – Formation of the Complaints Committee
- Stage 5 – If not resolved raise to Director of Education from Aldar Education
- Stage 6 – Continued appeals directed to the Chief Education Officer of Aldar Education

Any school related complaints reported directly to ADEK are returned to the school so that the correct process may be followed.

Establishment of a School Complaints Committee

For formal complaints, MBA will assemble the Complaints Committee to investigate the complaints and resolve issues raised by stakeholders, including parents and staff. At MBA this is chaired by the Assistant Principals for Pastoral, though this can be delegated as appropriate to other members of the Executive Leadership Team. Other members of the committee may include relevant staff from different departments, such as administration, teaching staff, or support roles, to ensure a diverse representation that can adequately address various types of complaints.

The committee is responsible for reviewing and responding to complaints in writing within 10 working days. Records of all meetings held between the committee and the complainant must be maintained in accordance with the ADEK School Records Policy.

NOTE: If a complaint is lodged against the Principal, they will be excluded from the committee and a member of the Governing Board will take their place.

Investigating Complaints

The Complaints Committee when undertaking investigations 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
- 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
- Approved staff member to review CCTV if required
- Conduct an interview with an open mind and be prepared to persist in the questioning
- Keep notes of any interview for record

Appeals

If a complainant is dissatisfied with the committee's response, they may appeal to ADEK, which will conduct its own investigation as needed.

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 un reasonable manner

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

Review

This policy is to be reviewed every 2 years or at any time required when ADEK or Aldar Education policy is updated.

APPENDIX 1 – Communications Strategy

Lower School

Lower School Communication Strategy			
Form of Communication	How often?	Platform	Who will communicate?
Daily/Impromptu			
Responses to parents' emails	Within 24 working hours	Email	Email addressee
Key information and updates to parents	As and when required	Parent Portal, email & SMS	Parent Relations Executive
Weekly			
Weekly update email	Every Friday	Email	Class Teachers
Assembly	Every Friday at 8.05am	Auditorium	NA
Weekly Workshops	Every Thursday at 2pm	Live in the Main Reception	NA
Mamoura Newsletter (The Pulse)	Every other Friday	Parent Portal	Parent Relations Executive
Monthly			
Coffee Mornings	Every Tuesday at 8am	Face to face in the Main Reception	Parent Relations Executive
Half Termly			
Home Learning	Half Termly	Email and Parent Portal	Class Teachers
Topic Overviews	Half Termly	Email and Parent Portal	Class Teachers
Termly			
Fabulous Finish Events	Termly	Shared areas	Class Teachers
Parent Peeks (Curriculum, books & learning)	Termly	Shared areas	Class Teacher
Parent Teacher Conferences	3 times per year	Classrooms (Face to Face) and Microsoft Teams	Teachers

Middle & Senior School

Middle & Senior School Communication			
Form of Communication	How often?	Platform	Who will communicate?
Daily/Impromptu			
Responses to parents' emails	Within 24 hours	Email	Who the email was addressed to
Examination updates	As per exam calendars	Email	Exams Officer
Individual student messages	As necessary	Student planner/email	Individual teachers
Home learning	As set	Student planner	Individual teachers
Weekly			
Weekly update email (Mamoura Memo)	Every Friday	Email	Form Teachers
Assembly	Every Monday at 8.00	Face to face in the school auditorium	N/A
Coffee Mornings	Every Wednesday at 8.00	Main reception	PRE
Weekly Workshops	Every Thursday at 2.00	Main reception	PRE
Whole school newsletter (The Pulse)	Every two weeks	Parent Portal	PRE
Fortnightly			
Meet the Principal/s	Every two weeks	Face to face or Microsoft Teams	PRE
Half Termly			
Topic Overviews	Half Termly	Email/Parent Portal	Director of Achievement and Innovation
Stakeholder Surveys	Half Termly	Microsoft Forms	Form tutors
Termly			
Learning Showcases	Termly	Face to face	Director of Achievement and Innovation
Reports	Termly	Parent Portal	Assistant Principal
Celebration assemblies	Termly	Face to face in the school auditorium	PRE
Bi-Annually/Annually			
Meet the tutor sessions	Start of the academic year	Face to face	Form Teachers
Parent Teacher Conferences	October & February	Face to face or Microsoft Teams	Teachers
National Day Celebration	2 nd December	Face to face	PRE
International Day	16 th February	Face to Face	PRE
School Show	1 st and 2 nd April	Face to face	PRE
End of Year Awards	End of the academic year	Face to face	PRE

APPENDIX 2 - Who to Contact?



Who Can Help?

#ourmamoura have created teams who can support and assist you when you are experiencing any difficulties or have any concerns. Please note that concerns will be responded to within 24 hours.



