



Gulf British Academy

# Complaints Procedure

## Whole School Policy

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### Informal approach

At Gulf British Academy we welcome suggestions from you for improving our school. We value the relationships that we have with parents and hope that if you are unhappy about anything that is going on in school, you would feel able to come in and talk to a member of staff about it.

Be assured that our support and respect for you and your child will not be affected in any way, so please do come in and inform us of your concern as soon as possible.

Indeed, the sooner the better from our perspective otherwise problems and perceived problems can escalate unnecessarily. Most complaints arise from a misunderstanding or from a lack of communication, so speaking to the class teacher initially or the Key Stage Coordinator is usually the best way of resolving these situations.

Please feel free to contact the school and we will arrange a meeting with you as soon as is practically possible. Sometimes a quick email to the appropriate member of staff and subsequent reply may well resolve the issue.

### Formal approach - Stage 1

If you feel unable to meet with a member of staff or remain unsatisfied after meeting with them, you can make a more formal complaint. This can be done by meeting with or writing a letter to the appropriate Key Stage Coordinator, giving details of your concern.

The Key Stage Coordinator will conduct a full investigation, discussing the issue with relevant staff and, where necessary, pupils. You will receive a written response once the investigation is complete and within 10 working days. The respective Key Stage Coordinator will apprise the Head of School as necessary.

## Formal approach - Stage 2

If, after Stage 1, you are not satisfied, the next stage is to contact the Head of School directly in writing outlining the complaint and explaining why you are unhappy with the response from the Key Stage Coordinator. The Head of School will review the situation and may re-interview those involved. You will receive a written response within 10 working days.

## Formal approach - Stage 3

If, after Stage 2, you are still not satisfied, the next stage is to contact the School Director. You can do this by writing to the School Director, outlining the complaint and explaining why you are unhappy with the response from the Head of School. If your complaint is against the Head of School, you should immediately go to Stage 3. In either case, the School Director will then meet with the Head of School and endeavour to resolve the situation. You will receive a response within 5 working days of the findings of the Director's meeting.

## Formal approach - Stage 4

If, after Stage 3, you are still not satisfied, the next stage is to attend a hearing before a panel appointed by or on behalf of the Proprietor. This panel will consist of at least 3 people who were not directly involved in the complaint, of which 1 member is independent from the running of the school. Parents are allowed to be accompanied to this meeting. You will receive a response within 10 working days of this hearing. The hearing decision is final.

## Confidentiality

It is expected that both the school and the parent will treat matters raised in the strictest confidence. However, you should understand that to resolve problems and find the best way forward, we must conduct a thorough investigation. This will always be carried out with the greatest of care and sensitivity. Correspondence, statements and records of complaints are to remain confidential unless legal requirements dictate otherwise.

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Reviewed:	September 2019
To be reviewed:	Annually by September
Responsibility:	School Director / Head of School / Key Stage Coordinators