



Policy:	Complaints
Date Published	September 2019
Evaluation & Review:	Reviewed in June 2023, June 2024, June 2025, Next review June 2026
Rationale:	It is in everyone's best interests in our school and community to communicate well with one another and to ensure that any concerns and complaints are dealt with as quickly and appropriately as possible. In addition, concerns and complaints brought to the attention of the school can be an opportunity to inform, review and help improve school procedures.
Roles of Responsibility	Executive Director (BoG-Academics Liaison Officer), Board of Governors, Principal, SLT, Middle Leaders, Teachers, Student Counsellor, Student Welfare Officer, PRM

Policy Statement

Global English School will have a permanent committee for complaints, whose responsibility is to consider written complaints filed against the school and its modus operandi.

The Principal will be the Chairman of the committee and he may delegate his powers in this Committee to whomever he deems fit.

The Committee will report its findings of these complaints to the Board of Governors without any delay, in accordance with the school's policy in dealing with complaints and in line with the requirements, values and aspirations of the ADEK.

The complaint committee will also document the minutes of the meetings between committee members and the complainants whether guardians or teachers, and submit the same to the chair of governors and to the Council if so requested.

Aims and principles of the policy

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible
- Ensure that concerns are dealt with quickly, fully and fairly and within defined time limits where possible
- Provide effective and appropriate responses to concerns and complaints
- Maintain good working relationships between the school and all those involved

All staff, governors, parents and carers at the school are made aware of this complaints policy and any other policies that may be inter-related (eg Student Welfare including Student Protection Policy and Procedures and other relevant Policies)

Key principles of the policy are:

- The legal context of the Complaints Policy
- Accessibility – useable format, free from jargon, assuming no specialist knowledge
- Good communication – clarification of the process involved in dealing with complaints
- Clear and adhered to recommended timescales (where appropriate)
- Clarity over roles and responsibilities of those involved in the process

Appropriate confidentiality that must be maintained by all involved in the process (including any school staff, administrative staff and governors)

Legal context

Department of Education and knowledge has mandated that Private Schools are to have procedures in place to deal with complaints. The governing body must establish and publish procedures for dealing with complaints relating to the school.

Summary

1. This policy sets out the procedures that Global English School will follow whenever it receives a complaint for which there are not alternative statutory procedures.
2. In all cases where the complaint directly concerns the school's Principal, the chair of governors in the first instance will investigate the complaint
3. Informally in the first instance. The appropriate ADEK Private School Liaison will be notified
4. If and when complaints about any school are brought to the attention of ADEK or The MoE, the complainants will be advised to contact the school and to follow the procedures set out within the school's complaints policy.
5. This policy may be used by anyone who has a concern or complaint about any aspect of the school. In the main this will mean parents and carers of the school's pupils, but may include neighbours of the school or other members of the local community.
6. The governing body may need to consider setting up collaboration arrangements with ADEK regional office in the eventuality of not having enough impartial governors to hear the appeal.

Monitoring and recording complaints

At all stages of the complaints procedure the following information should be recorded:

- Name of the complainant
- Date and time at which complaint was made
- Details of the nature of the complaint
- Desired outcome of the complainant
- How the complaint is being investigated (including written records of any interviews held)
- Results and conclusions of investigations
- Any action taken
- The complainant's response
- Record of any subsequent action if required

Facility for sending complaints over e-mail: Parents are informed of the facility to send complaints over e-mail.

The contact details of the key personnel are sent to the parents at the start of the academic year as follows and updated regularly to inform any changes:

Name of Person	Designation	E-Mail ID
Ms. Vidhya N	Pastoral Head (KG, Grades 1 & 2)	vidhyan@geschooluae.com
Ms. Kala Kumar	Pastoral Head (Upper Primary Grades 3,4 & 5)	kalak@geschooluae.com
Ms. Aleli	Phase 1 Lead (KG-EYFS)	aleli@geschooluae.com
Ms. Mahjabeen	Phase 2 Lead (Grades 1 to 5)	mahjabeen@geschooluae.com
MS. Sheryl	Phase 2 Asst. Lead (Grades 1 & 2)	sheryl@geschooluae.com
Mr. Baiju T	Phase 3 Lead (Grades 6 to 9)	baijut@geschooluae.com
Ms. Meera V	Phase 4 Lead (Grades 9 to 12)	meerav@geschooluae.com
Ms. Katrina	Head of inclusion	headofinclusion@geschooluae.com
Mr. Viswanathan N	Principal & Head of School	principal@geschooluae.com
Mr Paul P Pack	Vice Principal	viceprincipalges@geschooluae.com
Mr. Narayanan K	Registrar, Public Relations Manager & Career Guidance Specialist	prm@geschooluae.com
Ms. Sarita Vinoj	Student Counsellor / Career Guidance Counsellor	studenthelp@geschooluae.com
Ms. Fatima	Student Welfare Officer	studentwelfare@geschooluae.com

The school management should appropriately monitor the general nature of complaints over each academic year to inform practice and potential improvements to procedures and policies within the school.

Upholding or not upholding complaints

At each stage of the complaints procedure the conclusion will be either:

- That the complaint is upheld (in part or full) and where appropriate some form of action is taken **OR**
- That the complaint is not upheld and reason(s) for this, where appropriate, are clearly given

In the first instance of receiving a complaint it may be appropriate to resolve the issue by offering to the complainant one or more of the following:

- An emphatic response
- An explanation of events
- A recognition that the situation could have been handled differently or better
- An explanation of the steps that have been taken to endeavour that it will not happen again. However, this must not include any information or detailed action taken involving a member of staff
- An undertaking to review school policies in light of the findings of the complaint

The complainant may choose to take no further action or take their complaint to the next stage.

The Stages of the Complaints Process

Stage 1 (also known as the Informal Stage)

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

For any written complaints, the complaint committee will send a response acknowledging the receipt of written complaints from guardians or teachers within twenty-four hours of receipt.

Stage 2

If the complainant remains unhappy, they can then contact the Pastoral Team including the Social Worker, Student Welfare Officer and then the Vice Principal by either arranging an appointment to see them or putting their concerns in writing. The team will then investigate the concerns and respond within agreed timescales. The Principal or his representative, if necessary, shall respond to the complainant in writing by email, within a period not exceeding two working days.

If it is not possible to meet these timescales, then the Principal will contact the complainant to discuss reviewing these.

If the concern or complaint is against the 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 3.

Stage 3 (also known as the Formal Stage)

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 arrange a panel of governors to be formed to hear the complaint (within agreed timescales). These governors will have no previous involvement or knowledge of the case. The chair/Assistant of the complaints panel will contact the complainant with the arrangements.

Once the panel has been held, the complainant and school will be informed of their decision within five school working days. If it is not possible to meet these timescales then the chair of the panel will contact both parties to discuss a mutually convenient date.

Stage 4

If the complainant remains unsatisfied by the outcome of the governors' panel, they may contact the local authority, who will investigate if the school's complaints process has been carried out appropriately.

The local authority contact is:

ADEK: ADEK Regional Office Al Ain

Telephone: 03 7078000

Email : Mohammed Almamari <MohammedAlmamari@adek.gov.ae>

What is not covered by this Complaints Policy

- Employee grievances/disciplinary/dismissal – refer legal provisions of UAE labour law, ADEK and the Ministry of Education.
- Criminal investigations – refer to the police

COMPLAINTS COMMITTEE

A Complaints Committee is formed to address the written complaints made against the school and its operations. In normal circumstances (as narrated in the behavioural management policy), complaints are resolved at the school level with the help of Principal. Any complaint not resolved at the normal routine level and reported to the complaints committee are acknowledged within 24

hours of receipt. The complaints committee then reviews the complaint and respond to concerned within ten working days.

Members of the complaints committee:

1. Principal (Chairman)
2. Vice Principal
3. Student Welfare Officer
4. School Counselor / Social Worker
5. Independent member from outside the school
6. Executive Director (only for addressing complaints against the Principal who will be replaced)

Roles and Responsibilities:

- Receiving written complaints from Parents/Guardians/teachers and other school staff
- Acknowledge the complaint within 24 hours
- Review the complaint received
- Action decided and initiated
- Respond to the complainant in writing within 10 working days

Confidentiality :

All the individual complaints are kept confidential except local legal authorities involve and permit access.
