



DUBAI INTERNATIONAL ACADEMY
AL BARSHA



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Dream. Inspire. Achieve. *Belong*

Complaints Policy

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1 Equalities & Discrimination Statement

Innoventures Education is an equal opportunity employer. We do not discriminate on the basis of: race, colour, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

We take affirmative action and measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant.

We are committed to provide an inclusive and welcoming environment for all members of our staff, parents and students.

2 Rationale

The school believes that the concerns of parents/guardians or third parties about the activities or actions of the school should be resolved swiftly and, if parents do have a complaint, they can expect it to be treated by the school in accordance with a set procedure.

This procedure differentiates between a concern or difficulty that can be resolved informally and a formal complaint that requires further investigation. The following procedures are flexible and can be adapted, as appropriate, to individual cases and their circumstances.

The CEO, when approached with a complaint will usually refer the matter to the Principal, unless the complaint is about the response of the Principal to a previous complaint, which in this case will be referred to the CEO.

Separate procedures apply in the event that a child protection issue arises or if the Principal excludes a student.

3 Stages of Complaints Procedures

Stage one - Informal complaint

Parent contacts teacher/Subject Leader/Grade Leader

Stage two - Formal complaint

Parent refers complaint to the Head of section

Stage three - Formal complaint - first appeal to the Principal

Parent refers complaint to the Principal

Stage four - Formal complaint - second appeal to the CEO

Parent refers complaint to the CEO

Stage five – Formal complaint - third appeal to the Complaint and Appeal Panel

Parent refers complaint to the Appeal Panel.



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Stage one: Informal complaint

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents/guardians have concerns they should normally speak to their child's teacher/the head of department/year coordinator. A matter raised orally may not necessarily be acknowledged by the school in writing.

Concerns expressed in writing will be acknowledged, in writing, ideally within forty-eight working hours of receiving the complaint during term time and as soon as practicable in the holidays. In many cases, the matter will be resolved promptly by this means to the parents' satisfaction. It is expected that in almost all cases this will lead to an agreement or understanding being reached between the various parties. The teacher/the head of department/year coordinator will make a written record of all concerns and complaints, and any responses, and the date on which they were received.

Where the first contact is directly to the CEO or the Principal, this will be initially treated as an informal complaint and will be referred back to the head of section.

Stage two: Formal complaint

Should the matter not be resolved within a reasonable time period or in the event that the teacher/the head of department/year coordinator and the parent/guardian fail to reach a satisfactory resolution then parents should promptly put their complaint in writing to the head of section.

The head of section (or their deputy) will look into the complaint and respond to the parent in writing, within five working days, stating clearly how the judgements were reached, based on the facts presented and their investigation.

The head of section (or their deputy) will keep written records of all meetings and interviews held in relation to the complaint.

Stage three: Formal complaint - first appeal to the Principal

Should the matter not be resolved within a reasonable time period or in the event that the head of section and the parent fail to reach a satisfactory resolution then parents should promptly refer their complaint to the Principal in writing.

The Principal will decide, after considering the written complaint, the appropriate course of action to take and would normally ask the head of section or another member of the SLMT to investigate further.

The head of section will provide the Principal with all previous recorded documentation.

Third parties (i.e. those who are not parents/guardians of pupils at the school) should write directly to the Principal about any concern or complaint.

Once the Principal is satisfied that, as far as it is practicable, all of the relevant facts have been established, a decision will be made and parents/guardians and third parties will be informed of this decision in writing, within five working days of the decision having been made.





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Stage four: Formal complaint - second appeal to the CEO

Should the matter not be resolved within a reasonable time period or in the event that the Principal and the parent/guardian fail to reach a satisfactory resolution then parents/guardians should promptly refer their complaint to the CEO in writing.

The CEO will decide, after considering the written complaint, the appropriate course of action to take and would normally ask the Principal to investigate further or investigate further themselves.

The Principal will provide the CEO with all previous recorded documentation.

Once the CEO is satisfied that, as far as it is practicable, all of the relevant facts have been established, a decision will be made and parents/guardians and third parties will be informed of this decision in writing, normally within five working days of the decision having been made.

Stage five: Formal complaint - third appeal to the Complaint and Appeal Panel

If parents/third parties are dissatisfied with the decision made they should write to the CEO within seven days of the date they have been notified of the decision.

The Complaint and Appeal Panel will be convened.

Parents/third parties should ensure that a copy of all relevant documents and their full contact details accompany their letter, which should also state the outcome desired and all the grounds of the complaint. The Complaint and Appeal Panel will only be convened if stages one to four of this procedure have been followed, or stage three and four for complaints from third parties (i.e. those who are not parents of students at the school).

The CEO shall acknowledge the complaint and schedule a hearing to take place as soon as reasonably practicable but the panel will not normally sit during half terms or school holidays. The panel will consist of at least three persons not having detailed knowledge of or being directly involved in the matters detailed in the complaint. Each of the panel members shall be appointed by the CEO. The hearing will be chaired by one member of the panel (chosen by themselves) and will be conducted in an informal manner. Handwritten minutes of the proceedings will be taken.

The parents/third party will be sent written notification of the date, time and place of the hearing together with brief details of the panel members. Parents/guardians will be asked to attend the hearing and may be accompanied by one other person; this may be a relative or friend. Legal representation is not normally considered appropriate.

If parents wish to bring a legally qualified person to act in their professional capacity, the parents should provide the school with at least seven days' notice.

After consideration of all matters discussed at the hearing, the panel will reach a decision (unless there is an agreed position) and may make recommendations, which it shall complete within ten working days of the appeal hearing. The CEO will write to the parents/third party, informing them of its decision and the reasons for it. The panel's findings and recommendations, if any, will

be sent in writing to the parents/third party, the Principal, the CEO and where relevant, the person complained of.



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Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

The Complaint and Appeal Panel may consist of

- A Board member (who was not involved in stage four)
- A parent, who does not know the complainant or student
- A teacher from a different section of the school who does not know the family or student
- A school leadership representative

Compliance and Resolution Commission

If the parent is still not satisfied, the parent has the right thereafter to refer the matter to the KHDA by contacting the **Compliance and Resolution Commission** (CRC@khda.gov.ae)

4 Guidelines for staff

Principals will not expect staff to leave lessons to answer telephone enquiries regarding complaints from parents. However, staff should, wherever possible, respond to telephone or email messages and do so within forty-eight working hours. Most minor issues can be resolved quickly but in the case of complaints concerning our policy or other members of staff, advice should be sought from the head of section or the Principal. Copies of all correspondence should be circulated to the head of section (or deputy) and a copy sent to the office for the student's school file.

Any member of staff who receives a complaint from a parent or student (or third party i.e. those who are not parents of students at the school) should record the complaint, the date received and any response that has been given.

Policy Review

This policy is to be reviewed by Principal and CEO, though any deficiencies or areas of development will be remedied without delay.