

Complaints Policy



This policy includes definitions or and the guidelines related procedures for formal complaints to the school. It also outlines procedures for dealing with such cases should they occur.

September 2024

Purpose

Though we aim at all times to work in a fair and transparent manner, at Hartland, we accept that from time to time, complaints may arise. The Advisory Board and staff of HIS believe that the concerns of parents or third parties should be resolved as swiftly as procedurally possible.

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

In relation to this policy and normal practice, the school will always extend and encourage a meeting with the parties concerned, at every stage of this process, whether that be with the class teacher, a middle or senior leader, the Principal or an Advisory Board member. In addition, of course parents have at all times the right to request a meeting which will never be denied by the school.

Advisory Board Members who are approached with a complaint will refer the matter to the School Principal, unless the complaint is about the response of the Principal to a previously linked complaint, which in this case will be referred to the Chair of the Advisory Board.

Separate procedures apply in the event that a Child Protection issue arises.

It is important to note that if a complaint is made against a member of staff, whether informal or formal, they will be informed of the complaint and its nature. This includes the name of the complainant and all details pertaining to the complaint. They will also be afforded the opportunity to respond to the complaint before any further action is taken as part of this process.

Procedure

Stage One: Informal

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

If parents have concerns, they should normally speak to their child's class teacher in the Primary phase or Subject Teacher / Form Tutor where applicable. A matter raised orally may not necessarily be acknowledged by the school in writing.

Written notification of a concern will be acknowledged in writing within two working days 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 person who has dealt with the complaint will make a written record of all concerns and complaints, and any responses, and the date on which they were received.

Stage Two: Formal Complaint

Should the matter not be resolved within a reasonable time period or in the event that the class teacher/form tutor/subject teacher and the parent fail to reach a satisfactory resolution then parents should promptly put their complaint in writing to the Head of Primary / Head of Secondary. Ideally, the relevant Head of School will meet with the parent to allow them the opportunity to talk the complaint through.

However, regardless of whether a face to face meeting has taken place, the matter will be investigated and the relevant Head of School Head of Primary will respond to the parent in writing, stating clearly how the judgements were arrived at and made, based on the facts presented and further investigations. They will keep written records of all meetings and interviews held in relation to the complaint and this may be in e-mail format if appropriate to the situation.

Stage Three: Formal Complaint to the Principal

Should the matter not be resolved within a reasonable time period or in the event that the Head of Primary / Head of Secondary 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 will meet with the parents within two working days of the complaint or at a mutually agreed date and time to suit the parents.

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 will be informed of this decision in writing, normally within 5 working days the decision having been made.

Stage Four: Formal Complaint the Chair of the Advisory Board

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

The Clerk to the Advisory Board will ensure that correct and appropriate communication channels are available to the complainant in their reporting to the Chair of the Advisory Board.

The Chair member will invite the complainant to meet and they may be accompanied by a supporting person and other persons involved in the matter, however, depending on the nature of the complaint, this might not always be required or necessary. This panel will consist of:

An Advisory Board member who was not involved in Stage Three.

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 member of the School Leadership Team

They will then decide, after considering the written complaint and all statements / views, 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 Chair with all previous recorded documentation.

Once the Chair of the Advisory Board is satisfied that, as far as it is practicable, all of the relevant facts have been established, the findings and recommendations will be made and parents and third parties will be informed of this decision in writing, normally within 5 working days of the decision having been made.

The decision of the Chair of the Advisory Board will be regarded as final.

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

A record of all complaints received, whether they were escalated or resolved, will be kept in confidence by the PA to the Principal.

A record of all written complaints, and whether they were resolved at the preliminary stage or proceeded to an investigation, will be kept in confidence by the HR Manager and kept on staff files for reference.

Who was consulted?

In drafting this policy the school has drawn on best practice and Advisory Board Members training as provided by the DfE guidance documents.

Review of Policy

Date for review September 2025

Signed.....Date.....

School Principal