



# Parent Complaint Procedure Policy

*Reviewed in September 2023*

## **JSSPS Vision Statement on Wellbeing**

At JSS Private School we will promote, develop, equip and prepare healthy learners for life. We are committed to making it our mission to promote resilience, positive wellbeing and mental health for all our pupils and staff. We understand wellbeing to be a state of being comfortable, healthy and happy. We aim to drive this message forward, and to ensure that mental health and well-being is “**everyone’s business**” across the whole school community. We will strive to create an environment that has a whole school approach, in providing excellent mental health support, understanding and intervention. We will put Wellbeing at the heart of our school to ensure successful learning, and commit to our policies reflecting this practice.

## **JSSPS Vision Statement on Inclusion**

At JSSPS, we adopted a legislative frame work for inclusive education based on UAE Federal Law No.(29), 2006 & Law No.(2) 2014. The implementation and impact of the standards included within Dubai Inclusive Education Policy Framework (2017) are monitored and regulated by the Knowledge and Human Development Authority (KHDA).

We understand that a diversity and inclusion plan will be effective only when founded on a ***true belief in and understanding of the value of diversity and inclusion***. Therefore, we aspire to create a school culture that reflects appreciation for diversity and inclusion at all levels. We know that our mission of driving personal and economic growth through learning and our vision of becoming the best community will only be achieved by hiring and retaining the best people possible while creating a school community that is reflective of the diverse audiences we serve.

JSSPS recognizes that the vibrancy of our community is enhanced by **diversity**, which we define as the range of human differences. We believe a culture of **inclusion** puts diversity into action by creating an environment of involvement, respect and engagement – where a multiplicity of beliefs, interests, experiences, and viewpoints are harnessed to accomplish our goals.

We work to achieve diversity and inclusion by:

- Delivering services in a culturally sensitive manner.
- Fostering an environment in which students and staff embrace and promote inclusion and understanding of the value of diversity as demonstrated through interactions with one another.
- Integrating diversity into strategies, decisions, and teaching-learning processes.
- Aligning diversity and inclusion efforts with strategic imperatives.

Increasing effectiveness and accountability of efforts by developing measureable goals.

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## **1. INTRODUCTION:**

### **1.1 Definition:**

A complaint is defined as 'any expression of dissatisfaction that requires a formal response'. Complaints can be resolved formally, or informally dependent on the parent's choice.

### **1.2 Purpose:**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction, in line with the parents/school context.

We ensure:

- A good education for all our children.
- The Principal and other staff work very hard to build positive relationships with all parents.
- There is a procedure in place in case there are complaints by parents, which is addressed at the earliest.

## **2. AIMS AND OBJECTIVES:**

### **2.1 The policy aims to:**

- Be fair, open and honest when dealing with any complaint.
- Give careful consideration to all complaints and deal with them as swiftly as possible.
- Resolve any complaint through dialogue and mutual understanding and, in all cases, put the interests of the child above all other issues.
- Provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **3. ROLES AND RESPONSIBILITIES**

### **3.1 Complaint Coordinator (Teachers/SLT):**

- Respond to the complaints at the earliest.
- Acknowledge the formal complaint in writing.
- Ensure that all people involved in the complaint are aware of the complaint and are fully updated throughout each stage of the procedure.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.
- Keep up-to-date records throughout the procedure.
- Be aware of issues regarding sharing of third part information.
- Ensure, where the parent is dissatisfied with the response, they are allowed to escalate it to the next stage and are provided the opportunity to complete the complaints procedure in full.

### **3.2 Parents:**

- Express the complaint and their concern in full as early as possible.
- Respond promptly to request for information or meetings or in agreeing the details of the complaint.
- Ask for assistance as needed.
- Treat all those involved in the complaint with respect.
- Allow a reasonable time to deal with the matter.

- Co-operate with the school in seeking a solution to the complaint.
- Recognise that some circumstances may be beyond the school's control.

### 3.3 Students:

- Ensure confidentiality of any issue or concern discussed by the parent with the complaint coordinator.

## 4. PROCEDURE

### 4.1 How to share a concern

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

### 4.2 What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Supervisor. The Supervisor considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. If necessary the Supervisor may involve the school Counsellor.

### 4.3 Sharing a concern about the Supervisor

Should a parent have a complaint about the Supervisor or is unhappy about the way the issue / complaint being handled, the parent can approach the Principal. Our Principal will further investigate the issue and take necessary action and resolve the concern. But if a parent is unhappy with the outcome, she / he can make a formal complaint, to the management.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the management. This complaint must be made in writing or email, stating the nature of the complaint and how the school has handled it so far.

The School Management will consider all written complaints within three weeks of receipt. The school will arrange a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that she / he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the management will arrive at a decision and inform the parent about it in writing. The School management will do all they can at this stage to resolve the complaint to the parent's satisfaction.

### 4.4 Who to appeal to next

If any parent is still not content that the complaint has been dealt with properly, then she / he is entitled to appeal to the Ministry of Education/KHDA.

### 4.5 Withdrawal of complaint

If a parent wants to withdraw their complaint, the parent will be asked to confirm this in writing.

#### 4.5 Closure

After resolving the complaint, the complaint coordinator will keep records of all the documents, including the details of action taken and a closure statement.

## 5. CONFIDENTIALITY

Except in exceptional circumstances, every attempt will be made to ensure that both the parent and staff maintain confidentiality. However if the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality, the situation will be explained to the parent.

## 6. SUMMARY

The Principal monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Principal logs all complaints received by the school and records how they were resolved. The management examines this log on an annual basis.

This policy is made available to all parents, so that they can be properly informed about the complaints process.

Reviewed and Approved by: (Sd/-)

Mr.Govindarao Naik  
Chief Executive Officer  
Date: 15/09/2023

Mrs Chitra Sharma  
Principal

## 7. REVIEW OF POLICY

The complaint procedure policy will be reviewed by SLT on an annual basis.

<b>Policy Details</b>	
Version date	May 2021
Last review	September 2023
Next review	September 2024
Responsible SLT	Principal