

Complaints Policy and Procedure

This document sets out the policy for dealing with comments, grievances and complaints from parents or Guardians. The Policy should be read in conjunction with the School's Complaints procedure (attached).

This Policy should be used for:

- Complaints relating to the schooling of your child
- Complaints about the education and care provided to pupils at the school
- Complaints about the school's operational arrangements.

This policy is limited to matters which can reasonable be investigated and therefore complaints should relate to matters which have occurred within the last 6 months.

This Policy should not be used for

- Complaints by staff relating to grievances about their employment
- Complaints about the actions of another parent
- Issues between the school and community

This policy should not be used for:

· Complaints by staff relating to grievances about their employment; these matters will be dealt with following the Staff Grievance policy procedure.

Aim;

Kuwait National English School believes there should be a clear and understandable procedure to deal with complaints relating to the school or services the school provides.

Purpose

The School's Guiding Statements are concerned with meeting the needs of pupil's, parents and other stakeholders. Kuwait National English School has always believed that feedback is an important ingredient in self-evaluation and raising standards. All stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously.

The school takes informal concerns seriously and aims to resolve them at the earliest stage in order to reduce the numbers that develop into formal complaints.

The underlying principle is that concerns will be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavor to resolve issues on the spot.

Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Applicability;

The policy shall apply to all employees and the Governing Body. It is the shared responsibility of the Head of School, School Directors and Chairman of the Governing Body to ensure that these groups are made aware of the policy and procedure.

The Complaints Procedure will:

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible** and publicized;
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent panel where necessary
- respect people's desire for **confidentiality**
- address all points at issue and provide an **effective** response and **appropriate** redress, where necessary
- provide **information** to the school's senior management team so that services can be improved

Procedures, Roles and Responsibilities;

At all stages of the complaint's procedure both informal and formal written records will be kept. These written records must be made available to all parties if requested and signed by everyone in attendance. They are a record of the meeting minutes as well as any actions that have been agreed to be taken.

This section of the policy explains the Complaints Procedure providing more detail and

Roles and responsibilities and the Complaints process:

Informal Stage; (At this point a complainant can make a request either verbally, letter or by email.)

Stage One: (A request for meeting will be held within 3 working days of the request)

Complaint / concern heard by staff member **(informal)**;

If the complainant is not satisfied, they may request at the meeting to meet informally with the Head Teacher.

Stage Two: (A request for a meeting will be held within 3 working days of the request)

Complaint heard by head teacher **(informal)**

Complaints heard by the School Director (if the complaint is about the Head of Department) **(informal)**

A written record signed by the complainant and meeting attendees will be recorded and kept in a Complaints log held by the Head of School. The parent or complainant should also sign and receive a copy of the meeting notes.

Formal Stage: The formal process of the complaint should be requested by letter or email knes.edu.kw . The formal complaint should be addressed to the Head of School. The formal complaint process should not be undertaken until the informal processes have been exhausted.

Stage Three: (A request for a meeting with the Head of School will take place within 5 working days of the complaint)

Complaint heard by the Head of School (**formal**)

- A response from the Head of School will be provided to the complainant within 4 working days in writing.
- A written record will be kept with the Head of School and a copy provided to the complainant.

Stage Four: (A request for a meeting with the School Chairman will be held within 10 working days of the complaint request)

Complaint heard by the school Chairman (**formal**)

- A written response will be provided to the complainant within 10 working days of the meeting.
- A written record will be kept with the Head of School and a copy provided to the complainant.

Stage Five: Panel Hearing (This process will be taken only after all other stages have been completed without any resolution)

This process will include a member of the Governing Body, the SLT and at least 3 neutral parties. All people involved, including the parents to attend a meeting to resolve the issue. Three neutral parties will who have no interest in the outcome will be part of the panel and be acceptable to the person making the complaint.

- The complainant has the right to be accompanied to any meeting by a person of their choice for support.
- A written resolution will be provided to the complainant within 10 working days.
- meeting notes and findings shall be compiled and kept in a secure location and remain confidential unless requested by the local authorities.

Action Taken:

- At any stage, if further action needs to be taken this will be recorded in the meeting log. And a copy of the action to be taken is provided to the complainant.

The Complaints Policy and Procedure are publicized to all stakeholders through:

- information provided to new parents when their children join the school
- Parent / Pupil handbook
- School website
- copy of policy and procedure on display in school reception area.



****If, at any stage of the process, the complainant starts legal action in relation to the matters under consideration, the complaints process will automatically cease, and all further correspondence will be with the School's legal representatives.***

Monitoring and evaluating the policy

All documentation regarding informal and formal complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded in a file kept in a secure location with the school Director unless requested by the local authorities.

The management team will review any complaints at the end of each term. The monitoring of the complaints is a useful tool in evaluating the school's performance, and will contribute to school improvement. Any underlying issues identified will be addressed.