



COMPLAINTS POLICY

March 2024 - 2026

COMPLAINTS POLICY

At the Royal Grammar School Guildford Dubai we aim to ensure that ALL members of the school community feel happy, safe, secure, valued and respected so that pupils can learn and fulfil their potential.

We expect all members of the school community to value, respect and treat all others fairly and well, showing consideration for the safety, welfare and wellbeing of themselves, others, and their environment.

We will endeavour to resolve any issues through good communication and following the guidelines as outline in other policies, eg the behaviour policy.

However, there may be occasions where complaints may arise and need to be addressed, in this case the following procedure will be followed. We will ensure that all complaints are dealt with while being open, honest and fair with all parties involved.

Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Principal/delegate and those directly involved. It is the school's policy that complaints made by parents do not adversely affect their children in any way.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed. Anonymous complaints will not be pursued. The school will not share information about other members of the school community or specific details regarding actions pertaining to the complaint that involve another member of the school community.

1. Stage 1: Informal resolution

It is hoped that complaints and concerns will be resolved quickly and informally by meeting with the relevant individual.

1.1 Details of the complaint must be forwarded to the first point of staff contact as set out in paragraph 1.2 below. This must include the name of the person raising the complaint, the specific details of the complaint, a list of all RGSGD community members involved, specific times and dates. The person whom the complaint is made against will then be given the opportunity to respond prior to any action being taken in response to the complaint.

1.2 It is expected that parents refer to this process for any conflict resolution within the school:

- A) If a student/parent wants to question a decision made by the school at any level, then the parent should meet the person directly involved in the decision such as a teacher or supervisor;
- B) If the parent is still not satisfied, then he/she should meet with the Head of Section such as Head of Preparatory or Senior School if applicable;

- C) If the issue is still not resolved, then the parent must meet the Principal of the school to try to resolve the issue;
- D) Each process from (A to C) should not exceed more than (5) working days. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by raising it through E-Feedback System, or to proceed with their complaint to Stage 2: Formal Resolution. Any complaints made directly to the Principal prior to steps (A) and (B) will usually be referred back to the relevant member of staff unless the Principal considers it more appropriate to deal with the matter personally. Should this be the case, the aim will still be to resolve the matter informally.

A written record of all complaints will be kept including any meetings/investigation/actions taken.

2. Stage 2: Formal resolution

- 2.1 If the complaint cannot be resolved informally, then a formal complaint must be made to directly the Principal in writing. Details such as the nature of the complaint, the members of the community involved, any actions taken to date, any communication to date, times and dates will be recorded. The Principal will then consider the matter and decide upon the most appropriate way forward including the person to take the lead in any investigation.. The Principal may at any time delegate the investigation of the complaint to another member of the school's senior leadership team.
- 2.2 The Principal will respond to parents within five working days indicating how the school proposes to proceed.
- 2.3 It may be necessary for the Principal, or the person taking the lead, to carry out further investigations. If this is the case then written records will be kept of all meetings and interviews held in relation to the complaint.
- 2.4 At the conclusion of their investigation, the Principal will provide a formal written response within 10 working days from the date of receipt of the complaint.
- 2.5 If the Principal is unable to meet this deadline, they will provide the complainant with an update and revised response date.
- 2.6 The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it.
- 2.7 All investigation notes, documents, discussions etc will be considered confidential.
- 2.8 It is expected that a resolution will be reached at this stage and that parents will feel assured that all of their concerns have been fully and fairly considered. If, in extreme circumstances, parents are not satisfied with the process they are able to bring into play Stage 3: Complaints Committee.

3. Stage 3: Complaints committee

- 3.1 If the complainant is not satisfied with the outcome of the investigation by the Principal, they may request that the complaint is escalated to the Cognita Complaints Committee.
- 3.2 The Complaints Committee will be appointed by the Director of Education and comprise representation from the Cognita Middle East Executive Team. The members of the Complaints Panel will have no connection to the pupil or the family concerned and will not have been directly involved in the matters detailed in the complaint. The Principal will share the process of escalating the complaint at this time.
- 3.3 The complainant must write to the Cognita office outlining the nature of the complaint, the members of the community involved, any actions/meetings taken to date, all communication to date, including relevant times and dates. A complaint form should be delivered by email to the Cognita Office via stage3@cognita.com within 5 working days of receipt of the decision at Stage 2 above.

- 3.4 Cognita will acknowledge receipt of the Stage 3 complaint and will schedule a hearing to take place as soon as practicable and normally within 20 working days of receiving the Stage 3 complaint. The complainant may be invited to attend the meeting, they may bring someone along to provide emotional support. This may be a relative, teacher or friend. Legal representation is not permitted. Recordings of hearings are not permitted.
- 3.5 The Complaints Committee may request additional information prior to the meeting, this must be received more than 48 hours prior to the meeting. Where further investigation is required, the Complaints Committee will decide how it should be carried out. After a review of the facts, the Complaints Committee will reach a decision regarding any findings and recommendations. The complainant will be informed in writing within 10 working days of the final decision, giving reasons for the Committee's decision. The decision of the Complaints Committee will be regarded as final.
- 3.6 If possible, the Complaints Committee will resolve the parents' complaint immediately without need for further investigation.
- 3.7 The complaints committee's findings and any recommendations will be sent in writing to the Principal. All correspondence, statements and records of the complaint, investigation and findings will be kept confidential, except in cases where information is requested by legal/local authorities.
- 3.8 If the complainant is not happy with the outcome from the complaints committee, they may approach the KHDA by contacting the Compliance and Resolution Commission, as per the parent contract.

4 Recording of Complaints

- 4.1 All complaints which have reached Stages 2 or 3 are duly recorded in the School Complaint Register, including the outcome of the individual complaint and any actions taken as a result. The stage at which the complaint is concluded is recorded.

5 Provisions Relating to Complaints dealt with using this Procedure

- 5.1 This procedure cannot be used to deal with appeals following expulsion or removal. There is a separate procedure in place in accordance with the parent contract. Guidance on how to request this will be provided in the event of an exclusion or removal and is covered in the Exclusion Policy.
- 5.2 A complaint cannot be raised in relation to a pupil who has left the school, unless the issue was first raised when the pupil was on roll. The child is taken off roll on the final day of the term in which they leave.
- 5.3 When the complaint concerns only the matter of finance such as fees in lieu which remain outstanding, the matter of the fees owed alone falls outside the scope of this procedure. The Principal of the School remains responsible for all financial decisions.
- 5.4 Complaints from groups of parents about the leadership team and/or management style will not be heard collectively. Confidentiality must be maintained for each individual complaint.

Updated March 2024

To be reviewed March 2026

RGSGD COMPLAINT FORM

Please complete and return to the Principal. If your concern is specifically about the Principal, please complete and return to the Cognita office.

Basic details	
Your name	
Pupil's name	
Relationship to the pupil	
Address	
Email address	
Daytime contact number	
Mobile number	

What is your complaint about? Indicate (x) those that apply			
	Health and safety		SEN/D
	Curriculum		School meals
	Staff		School uniform
	Behaviour		Communication
	Other (please state)		

Please give a brief description of your complaint	
How have you already expressed your concern to the school? (We cannot investigate your complaint if you have not taken the opportunity to address your concern at an early stage).	
What did the school do to address your complaint? (Who, What, Where, How, When)	
Name of the person who originally considered your concern or complaint	
What actions will resolve the problem now?	
Signature	
Name	

Date	
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