



# Concerns and Complaints Policy and Procedures

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## 1. Introduction

Gulf English School aims to respond positively, openly and constructively to expressions of concern or dissatisfaction from parents and students within the school community. The school values the views of parents and other stakeholders and recognises their right to raise concerns respectfully and be heard. This policy outlines our school's expectations for the handling of any concerns/complaints so as to ensure an effective response and timely resolution.

## 2. Informal Resolution

Most concerns are resolved quickly and effectively through informal discussion, without the need to progress to the formal complaints procedure. The school encourages early communication so that issues can be addressed at the appropriate level as promptly as possible.

Where a concern is raised, parents and stakeholders are advised to contact the relevant member of staff in the first instance, as outlined below:

Nature of concern	Appropriate point of contact	Contact Details
A pupil's progress, learning or classroom experience	Class Teacher / Subject Teacher	In Early Years: <a href="mailto:eyadmin@ges.edu.kw">eyadmin@ges.edu.kw</a> In Primary: <a href="mailto:primadmin@ges.edu.kw">primadmin@ges.edu.kw</a> In Secondary: <a href="mailto:secadmin@ges.edu.kw">secadmin@ges.edu.kw</a>
Performance or conduct of a teacher or Deputy Headteacher	Head of School	<a href="mailto:smyers@ges.edu.kw">smyers@ges.edu.kw</a> <a href="mailto:s.israr@ges.edu.kw">s.israr@ges.edu.kw</a>
Concern relating to the Head of School	School Director	<a href="mailto:ecooper@ges.edu.kw">ecooper@ges.edu.kw</a>
Concern relating to the School Director	Executive Director	<a href="mailto:info@ges.edu.kw">info@ges.edu.kw</a>
Concern relating to the Executive Director	Board of Directors	<a href="mailto:info@tes.com.kw">info@tes.com.kw</a>

In many cases, a member of the administration team will be the first point of contact. At this stage, the staff member will record the concern, confirm contact details and reassure the complainant that the matter will be passed to the appropriate person for follow-up.

Stakeholders will be informed who is handling the concern and when they can expect a response. All concerns are acknowledged as soon as possible and always within 24 working hours, even where a full resolution may require more time.

Concerns are handled confidentially, with information shared only with those directly involved.

Actions taken are fair, proportionate and appropriate to the nature of the issue. Every effort is made to resolve concerns informally and within a reasonable timescale.

Where a concern cannot be resolved through informal means, the matter will progress to the Formal Complaints Procedure, as outlined below.

### **3. Formal Complaints Procedure**

#### **Stage 1 - Issue raised.**

An appropriate member of staff investigates the concern and seeks to resolve it. If the issue remains unresolved, the complaint moves to Stage 2.

#### **Stage 2 - Formal written complaint received.**

A formal written complaint is submitted. A member of the Senior Leadership Team will respond within two working days. The School Director will be informed automatically of any decision made.

If the complainant remains dissatisfied, they must write to the Deputy CEO (at the TES address) within three working days of the Stage 2 decision. From this point, the Group Head of HR will manage the administration of the process.

#### **Stage 3 - Establishment of a Complaints Hearing.**

A complaints hearing will be convened in front of a panel appointed by, or on behalf of, the Board of Directors. The panel will consist of at least three members, none of whom have been directly involved in the matter, and at least one of whom will represent the proprietor. Panel members will be independent of the day-to-day management of the school.

The hearing will take place within seven days of receipt of the request. The complainant may be accompanied by a friend, colleague or relative.

The panel's findings and any recommendations will be provided in writing to the complainant, the School Director (where relevant) and the individual complained about within seven working days of the hearing. The matter will be reported to the Deputy CEO within 14 days.

### **4. Records of Formal Complaints**

All records relating to formal complaints are treated as highly confidential and stored securely by the School Director or higher management, depending on the nature of the complaint. Records indicate whether the complaint was resolved at Stage 2 or progressed to a panel hearing. All proceedings remain private unless disclosure is required by law.

The decision of the complaints panel is considered final.