

Gulf English School

مدرسة الخليج الإنجليزية



Complaints Policy

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Introduction

Gulf English School intends to respond positively and openly to expressions of concern or dissatisfaction from parents or students in our school community. We value and appreciate the views of parents and other stakeholders and their right to respectfully state their opinion.

The 2023 Reaccreditation Inspection Report stated

"Parents offered overwhelming support for the school and shared positive attitudes regarding both the staff and the education their children receive. The openness and accessibility of the senior leadership team and teachers is seen as a huge strength of the school."

Process

Most issues are dealt with quickly and effectively in an informal manner through discussion, without the need for escalation into the formal complaints procedure.

If there is a complaint related to a subject the parent should contact/email the **Head of Department**.

Most often, a member of the administration staff will be the first person to receive any issues raised. The person at this first point of contact will take note of the issue, contact details and reassure the complainant that their concern will be passed onto the appropriate person - this could be a Teacher, Middle or Senior Leader.

Issues can also be email directly to:

In Early Years: eyadmin@ges.edu.kw
In Primary: primadmin@ges.edu.kw
In Secondary: secadmin@ges.edu.kw

Stakeholders raising an issue will be informed who is dealing with the issue and when someone will respond to them. Issues will be acknowledged as soon as possible, certainly within 24 working hours, even if the resolution may take longer. All possible attempts to resolve issues within a reasonable timescale will be taken.

Any issues will be dealt with in a confidential manner, with information being restricted to those directly involved, followed up by actions that are fair and appropriate.

Should the issue be unresolved, this moves to a formal complaints procedure. This is transparent, open and effective, and takes into account local laws and regulations. The complaints procedure is given to parents of new students and is available on the school's website. There are clear timescales set for the management of formal complaints. The procedure allows for complaints to be made and considered initially on an informal basis.

Stage 1 - Issue raised.

Appropriate adult investigates and resolves the issue. Should the complaint remain unresolved, the procedure moves to Stage 2.

Stage2 - Formal written complaint received.

A member of the Senior Leadership Team will respond to this within 2 working days. The School Director will be automatically informed of any decision made. Should the complaint remain unresolved at this point, there is a requirement for the complainant to write to the Deputy CEO (at the GES Address), within 3 working days of a Stage 2 decision. The group head of HR will manage the administration of the process from this point.

Stage 3 - Establishment of a Complaints Hearing.

The hearing will take place before a panel appointed by or on behalf of the proprietor. The panel will consist of at least 3 people who have not been directly involved in the complaint.

Members of the Panel are also to be independent of the day-to-day management of the school. The panel will comprise of at least one proprietor. The hearing will take place within 7 days of the receipt of the letter.

The procedure allows for the complainant to be accompanied by a friend, colleague or relative. The panel's findings and recommendations (if any) will be sent in writing to the Complainant, the School Director (where relevant), the person against whom the complaint has been made. This will happen within 7 working days of the hearing.

The matter will be reported to the Deputy CEO within 14 days. All correspondence, statements and records relating to individual complaints are treated as highly confidential and kept securely.

Written records of any formal complaints are held securely in a file kept by the School Director, indicating whether they were resolved at Stage 2 or proceeded to a panel hearing.

All proceedings are kept private, except where legislation demands otherwise.