

## **COMPLAINTS POLICY**

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.

Most issues raised will be able to be dealt with informally through discussion of the issues.

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](mailto:eyadmin@ges.edu.kw)

In Primary: [primadmin@ges.edu.kw](mailto:primadmin@ges.edu.kw)

In Secondary: [secadmin@ges.edu.kw](mailto: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.

Written by Graeme Garrett  
Reviewed by John McGrath

January 2023