



## Complaints Procedures for Parents and Guardians

*This is a whole school policy which includes the EYFS.*

<b>Reviewed by SLT and RHoS:</b>	July 2022
<b>Next Review:</b>	July 2023
<b>Owner:</b>	Executive Principal

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## **General Guidelines and Principles**

Oryx International School (OIS) prides itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a concern or complaint, they can expect it to be treated by the School in accordance with this procedure.

Any matter about which a parent of a student is unhappy and seeks action by the school is a complaint. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Complainants will not suffer as a result of a complaint.

### **Stage 1 – Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and informally by discussion with staff at the school; more difficult or complex concerns may take more than one discussion.

If parents have a complaint, they should normally contact their child's Class/ Form Teacher. In most cases (except during the school holiday periods) the Class Teacher will meet/speak to the parents concerned, normally within two days of receiving a complaint to discuss the matter. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class/ Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult their Line Manager and involve her/him in the matter.

Should the matter not be resolved within 10 days or in the event that the Class/ Form Teacher and parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### **Stage 2A – Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of Primary / Secondary. The complaint will be acknowledged normally within two working days of receipt. The Head of Primary/Secondary will carry out an investigation and respond to the complainant normally within 14 days following the acknowledgement.

The Head of Primary / Secondary may request to meet the complainant to gain further information relevant to the complaint. Statements from witnesses will be collected where necessary. When all the relevant facts have been established, the s/he may either call a meeting with the complainant and provide a verbal response, or produce a written response to the complainant, as considered appropriate.

The Head of Primary/Secondary will keep written records of all meetings and interviews held in relation to the complaint and consult with the Executive Principal regarding future actions. If the complaint is not resolved, the complainant will be given the option to move to Stage 2B.

## **Stage 2B - Final Resolution**

If the complaint cannot be resolved at the formal stage, by the Head of Primary / Secondary, then this should be forwarded to the Executive Principal, in writing from both the complainant and the Head of Primary/Secondary. The complainant will be contacted by the Executive Principal's PA within 24 hours of receiving the notice, in order to arrange a meeting with the Executive Principal.

The meeting should be held as soon as practicable and convenient to both the complainant and the Executive Principal in order to try to establish a solution. All written reports must be forwarded to the Executive Principal at least 24 hours in advance of the meeting. NB Until this is attended to, the meeting cannot take place.

After the meeting, and within 48 hours, the Executive Principal will give his written final resolution to the matter.

If the complainant is still not satisfied with the final decision s/he can choose to move to Stage 3.

## **Stage 3 – Panel Hearing**

If parents are not satisfied with the response to the complaint arising from the former two stages, parents should write to:

Regional Head of Schools (RHoS) Orbital Education [michael@orbital.education](mailto:michael@orbital.education)

The RHoS will acknowledge the receipt of the complaint normally within five working days.

A panel consisting of at least three people not directly involved in matters detailed in the complaint, will be convened to hear the complaint. One of the panel members will be independent of the day-to-day management and running of the school.

The RHoS will schedule a meeting with the Panel to take place as soon as practicable and normally within 28 days of receipt of the complaint.

Parents may be accompanied to this meeting by their child, and one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. Details of this person should be supplied to the RHoS not later than three days prior to the hearing.

If possible, the Panel will resolve the parents' complaint immediately, without the need for further investigation. Where further investigation is required, the Panel will decide how to carry out the investigation. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 10 working days of the Hearing. The Panel will write to the parents, and where relevant, the person complained about, informing them of its decision, the reasons for it, and, where relevant, any recommendations. A copy of these findings and recommendations will be kept in the Official Complaints Folder in the Executive Principal's Office and will be available for inspection by the CEO of Orbital Education and the Qatar Airways GCEO.

The decision of the Panel will be final in that there will be no further right to appeal or further hearing within the School's procedure.

If the parent is not satisfied with the outcome of Stage 3, they can contact the Ministry of Education and Higher Education Qatar through the online proforma. (Details are available from the school or online at the MoEHE website)

## **Recording Complaints**

A written record is kept in the Official Complaints Folder in the Executive Principal's Office of all complaints made in writing under the formal part of this procedure. A record is held of whether the complaint has been resolved at the formal stage or proceeded to a panel hearing, and any action taken by the school as a result of the complaint regardless of whether it is upheld. The school also keeps a record of informal complaints in order to enable patterns of concern to be monitored. Complaints will be kept for a minimum of three years or as long as deemed necessary.

## **Confidentiality**

Correspondence, statements and records relating to individual complaints will be kept confidential except where a body conducting an accreditation or inspection under School 162A of the 2002 Education Act requests access to them; or where any other legal obligation prevails.

If the complaint is about the Executive Principal directly, as opposed to school policy or procedures, then the RHoS and the CEO of Orbital Education will be informed and the parents will be asked to send their complaint in writing to them (E mail address – see above).

## **Review**

This policy will be reviewed annually by the Regional Head of Schools on behalf of the Operating Committee.