

Complaints Procedure Policy (External)

Kent College Dubai



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DUBAI

**Approved by
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Complaints Procedures Policy

Rationale	3
Definition	3
Timeframe for Dealing with Complaints	3
Recording Complaints	3
Procedure for Pupils	4
Procedure for Staff	4
Procedure for Parents	5
Introduction	5
Stage 1 – Informal Resolution	5
Stage 2 – Formal Resolution	5
Stage 3 – Panel Hearing	6
Appendix	7
Appendix 1 - Parent Complaint Form	7
Appendix 2 - Complaints Criteria	9
Appendix 3 - Complaints Escalation Visual	7



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DUBAI

Rationale

Kent College Dubai relies heavily on its three core values of integrity, respect and tolerance and as such recognises the importance of maintaining quality relationships with the pupils, staff and the parent community.

Kent College is committed to good communication between home and school and to listening to the views of stakeholders in order to improve the services provided.

The guiding principles behind the School's Complaints Procedure are:

- That all stakeholders are entitled to all complaints being dealt with promptly, effectively, objectively and professionally.
- That the school responds to concerns and queries in an informal manner and resolves them quickly, sensitively and to the satisfaction of the complainant.
- That the school responds to communications received by post, telephone, in person and by email.

Definition

1. A **concern** is an expression of doubt over an issue considered to be important for which reassurances are sought. It may be made about the school as a whole, about a specific department or about an individual member of staff.
2. A **complaint** is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if you believe that the school has done something wrong, or failed to do something that it should have done or acted unfairly.
3. A **formal complaint** is one that is communicated to the school and/or referenced in writing to the complainant.
4. Parents and guardians can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raised in good faith.
5. Kent College makes its complaints procedure available to all parents and guardians of pupils and of prospective pupils on the school's website and in the school office during the school day, and the school will ensure that parents or guardians of pupils and prospective pupils who request it are made aware that this document is published or available.

Timeframe for Dealing with Complaints

6. All complaints will be handled seriously and sensitively. They will be acknowledged within two working days (if not sooner) if received during term time and as soon as practicable during holiday periods.

Recording Complaints

7. The school will keep a written record of all formal complaints, whether or not they are upheld, on



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DUBAI

the schools CPOMS register and note whether they are resolved informally, following a formal procedure or proceed to a panel hearing. At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent/guardian
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

Correspondence, statements and records relating to individual complaints will be kept confidential.

Procedure for Pupils

8. A pupil who feels she or he has been unfairly treated in any way is encouraged in the first instance to talk to his or her Form Tutor or Head of Year or another trusted adult within the school. *
9. However, if the pupil wishes to complain more formally, she or he should talk to his or her Head of Year or the Pastoral Lead in Junior School or the Assistant Head of Senior School and, at this stage, parents will become involved and notified.
10. If unresolved, the pupil should complain formally in writing to the Head of School (JS or SS). There is no requirement that the person complained about be told by the pupil that a complaint has been made.
11. Such a complaint will be recorded in the schools CPOMS register (Pupil complaint - subcategory), and within two days the pupil will be asked to talk the matter through with either JS or SS senior leaders or the Principal. The pupil should be accompanied by a parent as this is now a formal complaint. Appropriate action will then be taken to resolve the problem and both verbal and written feedback will then be given to the parents and pupil.
12. A brief outline of this policy is in the School Rules, which all pupils have. There is also a more detailed account of procedures in the booklet entitled *Information for new pupils and their parents* which is given to all new pupils.

** In terms of safeguarding: If the distinction of the complaint is Safeguarding related, then a thorough and detailed investigation would be carried out in line with the school Safeguarding Policy under the section - [Dealing with Allegations against school staff, school volunteers, the Principal or another pupil.](#)*

Procedure for Staff

13. If a member of staff feels that they are being unfairly treated by anyone in the school community, they should follow the school's Complaints Procedure Policy - Internal, which is published separately.
14. Under that procedure, every effort will be made to address the problem and resolve any difficulties as soon as possible.



Procedure for Parents

15. If parents have a concern or complaint they should normally contact their son's/daughter's class teacher (JS), tutor or Head of Year (SS). By this means, many matters will be resolved immediately to the parents' satisfaction. If the relevant person is unable to resolve the matter alone, it may be necessary for them to consult a more senior member of the Leadership Team (JS or SS).

Stage 1 – Informal Resolution

16. It is hoped that most concerns and complaints will be resolved quickly and informally, in the first instance, by the pupil's class / form teacher unless the person approached deems it appropriate for him/her to deal with the matter personally. The complaint will normally be resolved either by a written response or a meeting between the parent and the person directly involved in the decision, depending on the circumstances.
17. The person receiving the complaint will make a written record of all concerns and complaints and the date on which each was received. Should the matter not be resolved within ten working days or in the event that the class / form teacher and the parent fail to reach a satisfactory resolution, then the parents will be advised to proceed with their complaint in accordance with Stage 2 below.
18. If, however, the complaint is against the Head of Junior School, the complaint should be made directly to the Principal, and if it is against the Principal, the parent should make their complaint directly to the Executive Head of Kent College Canterbury, and the same procedure will be followed in either case.

Stage 2 – Formal Resolution

19. If the complaint cannot be resolved on an informal basis, then either;
 - the class / form teacher should escalate the complaint to the HoY / SLT.
 - the parents should put their complaint in writing to HoY or a member of SLT who will decide, after considering the nature of the complaint, the appropriate course of action to take.
20. In most cases, the HoY or a member of SLT will contact the parents concerned as soon as possible, and normally within two days of receiving the complaint, to discuss the matter and, if possible, a resolution will be reached at this stage. A formal resolution must be found within 28 working days.
21. It may be necessary for the HoY or SLT member to carry out further investigations.
22. The member of staff will keep soft copies of all written records of all meetings and interviews held in relation to the complaint. These will be stored online via CPOMS and automatically shared with the relevant members of SLT / staff
23. Once the SLT/Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parent will be informed, in writing, of this decision.
24. If the complaint is against the Principal, the complaint should be raised to and dealt with by the Executive Governing Board (as per stage 3).
25. If the parent is still not satisfied with the decision, they should proceed to Stage 3 of this Procedure



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DUBAI

within five days of the date of the investigation report.

Stage 3 – Panel Hearing

26. If, following a failure to reach an earlier resolution under the first two stages of this procedure, a parent seeks to invoke Stage 3, they may do so by writing to the Executive Board.
27. The matter will then be referred to a Complaints Panel for consideration. The Panel will consist of four persons not directly involved in the matters detailed in the complaint, consisting of a member of the teaching staff, a parent, a member of the school SLT and a member of the board of governors. Each of the Panel members shall be appointed by the Chair of the Executive Board, who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 21 working days.
28. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 5 working days prior to the hearing.
29. The parent may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate or acceptable. The Panel may rely on written evidence and/or may ask individuals to present evidence in person at the hearing.
30. If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
31. After due consideration of all facts it considers 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 parent informing them of its decision and the reasons for it. The Panel's findings and recommendations, if any, will be sent in writing to the parent, the Principal, the Executive Board and, where relevant, the person who is the subject of the complaint. A copy of the findings and recommendations will be held by the school and available for inspection on the school's premises by the Principal.
32. The Panel may make recommendations regarding school policy but is not empowered to implement such changes.
33. If the parent still remains dissatisfied, they may write to the KHDA Compliance and Resolution Commission at CRC@khda.gov.ae. The Commission may endorse, modify or reverse the decision of the Panel, and its decision is binding on the school and on the parents.



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Appendix

Appendix 1 - Parent Complaint Form

Date:	
Time:	
Reported by:	

Parent Name:	
Student Name:	
Year Level:	

Details of Complaint:

Action Taken:
