



## CONCERNS AND COMPLAINTS POLICY

### Rationale

Repton School prides itself, not only on the quality of its teaching and wraparound care but also in the way that we deal with all stakeholders. However, if parents do have a concern or complaint then we will follow the procedure outlined below.

### Stage 1 – Informal Resolution of Concerns

It is hoped that the majority of concerns will be resolved quickly and informally.

If parents have a concern they should normally contact their son/daughter's Class Teacher. As long as the meeting is arranged allowing the staff member time to listen and then discuss the concern, in many instances this is sufficient to facilitate a satisfactory resolution for all parties. If the Class Teacher is unable to resolve the matter swiftly or by themselves (within a time period of seven days), then it will be necessary to involve the Head of Section.

The Class Teacher will keep a written record of all concerns, the date on which they were received, noting whether or not the matter was resolved informally or proceeded to the Complaints Procedure. This record will be noted in the given child's file.

Parents may wish to convey their views in writing and in such cases are advised to use the following email address: [headmasterspa@reptonabudhabi.org](mailto:headmasterspa@reptonabudhabi.org)

### Stage 2 – Complaints Procedure

If it has not been possible to resolve a concern as above – even over a period of time (no longer than ten days) – and parents wish to complain about the school's handling of the matter the parents should put their complaint in writing to the Headteacher/ Principal who will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headteacher/ Principal will meet with or speak to the parents concerned, normally within three days of receiving the complaint, to discuss the matter. It may be necessary for the Headteacher/ Principal to carry out further investigation and in this eventuality, he will keep the parents apprised of the timeline to be followed. If possible, a resolution will be reached at this stage or remedial steps taken and a short-term review date agreed.

The Headteacher/ Principal will keep written records of all meetings and interviews held in relation to the complaint and whether or not the complaint proceeds to a panel hearing.

Once the Headteacher/ Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision within 7 days. Parents will be informed of the decision in writing, sent by electronic means or otherwise given to the complainant. The Headmaster will also give reasons for his/her decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.



### **Stage 3 – Panel Hearing**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors who will arrange a meeting of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three people, two Governors who are not associated with the complaint or relating issues and an independent member with no association with the running of the School. The Complaints Panel Members are appointed by the Chairman of Governors. The Chairman will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable normally within 14 days.

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 3 days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible the Panel will deal with the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of.

### **Stage 4 - ADEK Regional and Central Office**

If the concern is not resolved, then parents may approach ADEK Regional Office followed by ADEK Central Office.

Parents are assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Reviewed Date: October 2018

Next Review Date: October 2019