



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

If parents have a concern, they should contact their son/daughter's Class Teacher (Rose Campus and Junior School) or Form Tutor (Senior School) in the first instance.

A meeting is arranged allowing the staff member time to listen to and discuss the concern. If the 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 specific Head of Year, Head of Department or Assistant Headteacher.

Alternatively, parents may wish to convey their views in writing and in such cases are advised to use the following email address where it will be directed to the relevant staff member to set up a meeting:

headteacherspa@reptonabudhabi.org (Rose Campus)

principalspa@reptonabudhabi.org (Fry Campus)

Stage 2 – Formal 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), parents may wish to complain about the school's handling of the matter. At this point, parents should put their complaint in writing to the Headteacher who will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headteacher 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 to carry out further investigations and in this eventuality, he/she will keep the parents updated on 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.

Once the Headteacher is satisfied that 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. The Headteacher will also give reasons for his/her decision.

Stage 3 – Panel Hearing

If parents are not satisfied with the Headteacher/Principal's decision at Stage 2 then a parent may seek to invoke Stage 3 of the process by contacting principalspa@reptonabudhabi.org to

request a panel hearing.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of 3 people:

- Principal/Vice-Principal/Headteacher (who was not previously associated to the complaint)
- A member of the Senior Leadership Team (who was not previously associated to the complaint)
- 1 member of the school's administration team

The Principal/Vice-Principal or Headteacher will acknowledge the 'Stage 3' complaint in writing and schedule a hearing to take place within 7 days of when a parent invokes the stage 3 complaint.

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 panel members no 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 and all panel members.

ADEK Regional and Central Office

A parent does have the option to approach ADEK directly and follow their process. Parents can contact ADEK directly to raise a complaint in this manner.

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