



DGPS Concerns and Complaints Policy 23-24

Written by: Katherine Gilbert

Motto

Learning Together, Growing Together

Vision & Values

At Dove Green, we are creating a world class British school that promotes a respectful, happy, caring and inclusive community. We strive to prepare all students to become lifelong learners and responsible citizens, ready to meet the challenges of the future. In partnership with families and the wider community, our goal is to create purposeful, enriched opportunities for students that inspire them to become leaders of their own learning and develop the knowledge, critical thinking skills, and character necessary to succeed in an ever-changing world. We are dedicated to providing stimulating learning experiences through an evolving, challenging curriculum, fully reflecting the culture of the UAE and the wider world.

DGPS Way

At Dove Green Private School, we are:

Determined learners

Global thinkers

Positive achievers

Striving for success

Rationale

Dove Green Private 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 in the first instance. Providing a 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 working days), then it will be necessary to involve the Key Stage Leader / Assistant Headteacher as the next step. The Class Teacher will keep a written record of all concerns, the date on which they were received, noting whether the matter was resolved informally or proceeded to the Complaints Procedure. This record will be noted in the given child's file.

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 working days) – and parents wish to further their complaint about the school's handling of the matter the parents should put their complaint in writing to the Head of Primary / Secondary School, who will decide, after considering the complaint, the appropriate course of action to take.

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

If however, the parents concerned do not agree to the resolution of the matter, the Assistant Principal will be notified and obtain all written records of all meetings and interviews held in relation to the complaint and assess whether the complaint proceeds to a panel hearing.

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

If parents are still not satisfied with the decision, they should meet with the Principal. If still not satisfied, 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 Chair 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 Chairperson will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable, normally within 14 working 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 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/KHDA 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 be completed 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 Principal, the Governors and, where relevant, the person complained about.

Parents are assured that all concerns and complaints will be treated seriously and confidentially.

Signed:



Print Name: Christopher Seeley

Designation: Principal DGPS

Date: September 2023

Next Review: September 2024