



**ASPIRE    ACHIEVE    ADVANCE**

## **Complaints Policy**

This policy applies to the whole school. Any concern raised by a parent should be within a reasonable timeframe - within 90 days of the event. However, there is a recognition that a parent may, where relevant, refer back to something prior to this time to add context to a specific situation, development or concern. Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint.

This policy does not cover suspensions and expulsions - see Behaviour Management Policy

### **Introduction**

If parents do have a complaint, they can expect to be treated by the school in accordance with this Procedure.

IBS provides an important service to the community and any individual parent, pupil or teacher has the right to complain if they feel that he or she has been treated unfairly. At first, this complaint should be informal in the hope that it can be resolved amicably but there are also formal procedures if the matter becomes a formal complaint.

### **Procedures:**

#### **1. Complaint by a Parent:**

#### **Stage 1 – Informal Resolution**

- At The International British School, we welcome suggestions to improve our school. We value the relationships that we have with parents and we hope that if parents are unhappy about anything that is going on in, or related to, school they would feel able to come in and talk to a member of staff about it.
- Many complaints arise from a misunderstanding, or from a lack of communication, so speaking to the Class Teacher/Tutor initially is usually the best way of resolving these situations. Please feel free and encouraged to contact the school and we will arrange a meeting with you as soon as is practically possible. Sometimes a quick email to the appropriate member of staff and subsequent reply may well resolve the issue. If we are not aware of a



concern we cannot begin to address it. A couple of days for teachers/ tutors to reply to a concern is expected.

- It is hoped that most complaints will be resolved quickly and informally. If parents have a complaint they should normally contact their son/daughter's Class Teacher (Kg - Year 6) or Class Tutor/ subject teachers (Years 7 - 13). In most cases, the matter will be resolved straightaway by this means to the parents' satisfaction. Teachers can easily be contacted:

### **Stage 1: emails for informal resolution KG to Year 6**

Susanna- [s.cantafio@ibskuwait.com](mailto:s.cantafio@ibskuwait.com)  
Samar- [Samar.Saab@ibskuwait.com](mailto:Samar.Saab@ibskuwait.com)  
Muna-Muna.Odeh@ibskuwait.com  
Linda.shaklya- [Linda.Shaklya @ibskuwait.com](mailto:Linda.Shaklya @ibskuwait.com)  
Sarah- [Sarah.Fayad@ibskuwait.com](mailto:Sarah.Fayad@ibskuwait.com)  
[E.appalsamy@ibskuwait.com](mailto:E.appalsamy@ibskuwait.com)  
[Khadija.askar@ibskuwait.com](mailto:Khadija.askar@ibskuwait.com)  
[M.Albatti@ibskuwait.com](mailto:M.Albatti@ibskuwait.com)  
[S.Donia@ibskuwait.com](mailto:S.Donia@ibskuwait.com)  
[I.Akhtar@ibskuwait.com](mailto:I.Akhtar@ibskuwait.com)  
[S.Abdulrahman@ibskuwait.com](mailto:S.Abdulrahman@ibskuwait.com)  
[M.Gaigore@ibskuwait.com](mailto:M.Gaigore@ibskuwait.com)  
[Hodan.Ali@ibskuwait.com](mailto:Hodan.Ali@ibskuwait.com)  
[Brian.maclaughlin@ibskuwait.com](mailto:Brian.maclaughlin@ibskuwait.com)  
[Sylvia.Beatley@ibskuwait.com](mailto:Sylvia.Beatley@ibskuwait.com)  
[Y.Omari@ibskuwait.com](mailto:Y.Omari@ibskuwait.com)  
[Alex.owens@ibskuwait.com](mailto:Alex.owens@ibskuwait.com)

### **Stage 1: emails for informal resolution Year 7 – Year 13:**

[Vishal.gade@ibskuwait.com](mailto:Vishal.gade@ibskuwait.com)  
[Lina.elsmaily@ibskuwait.com](mailto:Lina.elsmaily@ibskuwait.com)  
[n.selim@ibskuwait.com](mailto:n.selim@ibskuwait.com)  
[Gifta.manoharabai@ibskuwait.com](mailto:Gifta.manoharabai@ibskuwait.com)  
[s.cook@ibskuwait.com](mailto:s.cook@ibskuwait.com)



[Sabah.ainanshe@ibskuwait.com](mailto:Sabah.ainanshe@ibskuwait.com)

[Moazzam.arif@ibskuwait.com](mailto:Moazzam.arif@ibskuwait.com)

[d.ivanova@ibskuwait.com](mailto:d.ivanova@ibskuwait.com)

[Jamila.begum@ibskuwait.com](mailto:Jamila.begum@ibskuwait.com)

[Abigail.mynett@ibskuwait.com](mailto:Abigail.mynett@ibskuwait.com)

[Amal.alodat@ibskuwait.com](mailto:Amal.alodat@ibskuwait.com)

[m.niek@ibskuwait.com](mailto:m.niek@ibskuwait.com)

[Mariam.eltahawi@ibskuwait.com](mailto:Mariam.eltahawi@ibskuwait.com)

[Walid.aly@ibskuwait.com](mailto:Walid.aly@ibskuwait.com)

- If the Class Teacher/Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department; Head of Year, a member of the school's Leadership Team; the Headteacher. Complaints made directly to a Head of Department; Head of Year, a member of the school's Leadership Team; Headteacher will usually be referred to the relevant Class Teacher/Tutor in the first instance unless the Head of Department; Head of Year, member of the school's Leadership Team; the Headteacher deems it appropriate for him/her to deal with the matter personally.
- Should the matter not be resolved within **5 working days**, or in the event that the Class Teacher/Tutor and the parent 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 2 – Formal Resolution**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing (email or letter) to the Headteacher making it clear that they are looking for formal resolution of a complaint.
- The Headteacher will decide, after considering the complaint, the appropriate course of action to take. This may include directing the complaint to the



Principal. In most cases, and where possible, the member of staff dealing with the complaint, whether the Headteacher or member of the Leadership Team, will speak to the parents concerned, normally **within 2 working days** of receiving the complaint. If possible, a resolution will be reached at this stage.

- The Headteacher, if not conducting the investigation, will be fully apprised of the ongoing situation. It may be necessary for the Headteacher, if not the lead respondent, to carry out further investigations if the parents are not satisfied with the outcome.
- Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision or conclusion will be made and parents will be informed in writing, or by email, by the Headteacher of this decision or conclusion. The Headteacher will also give reasons for his decision or conclusion. 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 must write to the HR Manager who will acknowledge receipt of the complaint.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least 3 persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school (The Principal at the Kuwait International English School). Each of the Panel members shall be appointed by the Governing Committee.

The HR Manager, on behalf of the Panel, will schedule a hearing to take place as soon as practicable and normally within 15 working days. When appointing an independent panel member the school will take note of the DfE's guidance on the identity of a suitable person as stipulated below.

DfE guidance on the identity of an independent panel member:

'Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered.'



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 7 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. Parents are not entitled to insist on legal representation at a 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 it should be carried out.
- After due consideration of all facts they consider relevant, the Panel will make findings and recommendations, which it shall complete within 14 days of the hearing.
- The Panel will write to or email the parents informing them of its findings and recommendations. The decision of the Panel will be final.
- The Panel's findings and, if any, recommendations will be sent in writing or by email to the Parents, the Headteacher, the Governing Committee and, where relevant, the person complained of.
- A written record of any recommendations and action taken by the school as a result of the complaint will be held by the Convenor and made available for inspection on the school premises by the Governors and the Headteacher.
- Exception: Any complaint about the delivery of the EYFS must be completed within 28 days

In keeping with BSO guidance, the procedure provides for a written record to be kept of all complaints, whether they are resolved at the formal stage or proceed to a panel hearing and action taken by the school, regardless of whether they are upheld; provides that correspondence, statements and records relating to individual complaints are to be kept confidential, except where local requirements permit access.

#### **Stage 4 - Ministry**

Parents who are not satisfied with the recommendations made by the Panel may contact the Ministry of Private Education (Mubarak AL Kabeer) who will take note of their complaints and will contact the school for their feedback on the matter as well as the recommendations made.



## **2. Complaints procedure for staff:**

### **a. Complaint by a member of staff against another member of staff:**

- a. Complaints by a member of staff will initially, be made to the relevant Head of Department or Counsellor who will listen carefully to the member of staff's concerns, take notes and investigate the matter carefully. The Counsellor, Principal's Secretary, Receptionist or in extreme cases the Registrar can provide translation if necessary. Any information or accusation made by a member of staff will remain confidential. The receiver of the initial complaint will report back to the member of staff face to face within 48 hours.
- b. If the initial complaint is not resolved, the member of staff may go to the Principal to seek a solution and he or she will go through the same process and report back to the complainant within 48 hours.
- c. If the complaint is found to be wholly or partly justified, the Principal will meet with the staff member or members concerned and give a verbal or written warning. (See IBS Staff Disciplinary Procedures)

### **b. Complaint by a member of staff against a Head of Department:**

- a. The member of staff may go to the Principal to seek a solution and he or she will investigate and report back to the complainant within 48 hours.
- b. If the complaint is found to be wholly or partly justified the Principal will meet with the Head of Department concerned and give a verbal or written warning. (See IBS Staff Disciplinary Procedures )

## **3. Complaint by a member of staff against the Principal:**

The staff member should address the complaint to the Head of Human Resources at Al Rayan Holding Co (Mr Moncy Thomas). who will investigate the matter and report back to the complainant within 48 hours.

Staff should refer to the whistle blowing policy for further details.

Reviewed: 9<sup>th</sup> March 2023

