

COMPLAINT AND RESOLUTION POLICY

POLICY FOR	Complaint and Resolution
PERSON RESPONSIBLE	Head of School/Deputy CEO
REVIEW DATE	June 2021
REVIEWED BY	Assistant Principals and Head of School/Deputy CEO
APPROVED DATE	7 th July 2021
APPROVED BY	Executive principal/ CEO
DATE OF NEXT REVIEW	May 2023
RELATED POLICIES	Behaviour Policy, Grievance Policy, Employee Discipline.

Executive Principal / CEO



COMPLAINT AND RESOLUTION POLICY

Declaration of Policy:

The Westminster School Dubai is committed to continuous improvement of academic and non-academic support services for its students and parents. The school also provides adequate procedures to deal with complaints and resolution. Effective complaint resolution processes provide TWS with valuable opportunities to analyze recurring or persistent issues and ensure continuous development and improvement of services and student and parent satisfaction.

The Westminster School has a commitment to make sure that all complaints are resolved quickly, fair, humane and with due process. The school treats complaints seriously and ensures all process are clear, prompt, confidential and fair to all parties and will use its best endeavors to guarantee an acceptable resolution is achieved.

Goal:

The Westminster School Complaint procedure aims to reassure parents and third party that:

- complaints against the school will be dealt fairly, in an open and responsive way whilst maintaining its highest standards in achieving a speedy/quick and satisfactory resolution.
- school is open and ready to listen to concerns and criticism and respond positively keeping in mind the welfare and the best interest of the students and staff/stakeholders in making decisions.
- transparency will be always adhered to at through open communication with parents and staff.
- procedures are provided and followed which recognizes the rights of the complainant and the respondent with due process.
- steps and processes are clearly identified by person involved in handling and resolving conflicts.
- process is accessible to all concerned person dealing with the complaints in an equitable and culturally sensitive manner.
- timeline will be specified during the processes.

- system is in place to maintain confidentiality and secured records keeping; and
- feedback is provided equally to complainant and respondent.

Establishment of Complaint and Resolution Team (CRT):

Complaint and Resolution Team are empowered to take the lead in resolving conflicts following the protocols to maintain conducive, safe and child friendly learning environment.



- Form Tutor (FT)
- Head of House (HOH)
- Parent Relation Executive (PRE)
- Head of Pastoral (HOP)
- Head of Teaching Learning and Assessment (HTLA)
- Key Stage Leaders- Primary and Sixth form
- Subject Leader (SL)
- Assistant Principal – Pastoral
- Assistant Principals – Primary/Secondary (AP-Primary/AP-Secondary Boys/AP-Secondary Girls)
- Manager Schools Operation (MSO)
- Head of School/Deputy CEO
- Executive Principal/CEO

Role and Responsibilities of Complaints and Resolution Team (CRT):

Team convenes to carry out system and procedure effectively following the policy set forth:

1. Ensures the process used to handle and resolve complaints is perceived as fair, is impartial and capable of offering appropriate outcomes.
2. Makes sure that complaints are treated with utmost confidentiality and information is only used for the purposes for which it was gathered.
3. Ensures that any barriers which deter or prevent students from accessing the complaints system and procedures are identified and steps should be taken into action to remove biases.
4. Monitors that the implementation in resolving complaints should apply the rules of justice; gives all parties the opportunity to respond to issues raised where appropriate; and treats each complaint on its merit regardless of the manner of presentation of either the complaint or the complainant.
5. That complaint is handled in a timely manner with achievable deadlines clearly stated for each step in the resolution of the complaint.
6. Disseminates information/guidelines on the policies and procedure to students, parents and staff through training and written communication.
7. Keeps written records (incident report, action taken and other attachments) for documentations.
8. Follow-up reported complaints.

Reporting Process:

As an educational institution, there are different areas of service which may warrant complaints. To ensure that the right person deals with the right complaint it is important to outline the procedure in lodging the complaints. Complaints can be received formally in writing addressed to the concerned person.



All complaints should be dealt with in 5 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant in writing (either via email or letter) with the timeline. Transparency in dealing with cases is always adhered.



At level 4/5/6 will not repeat the process that has already been concluded at Level 1, 2 and 3.

At The Westminster School, parent may raise their concerns and difficulties which might include dissatisfaction about teaching and pastoral care, time-table clash or some other aspect of the school's system, facilities, or account related matter. For a clearer understanding, key personnel and related functions are outlined:

P1. Teacher, Head of House (HOH), Head of Pastoral (HOP), and Assistant Principal – Pastoral – Handles related complaints pertaining to SEND, Discipline, behavioural, mental health and wellbeing.

P2. Teacher, Key stage leaders, Heads of Teaching, Learning, and Assessments and Assistant Principals – Primary/Secondary – Handles complaints on academic issues.

P3. Parent Relation Executive, and Manager Schools Operation – Handles complaints pertaining to administration like support staff, guards, drivers, contractual services and facilities.

Procedures in Handling the Case:

1. Complainant will send the concern in writing addressed to concerned personnel stated above (P1, P2, and P3).
2. In-charge will assess the veracity of the information and will conduct investigation on the foregoing complaint or allegations upon receipt of the written complaint.
3. One to one meeting will be conducted by the CRT for data gathering procedures on the complaints or allegations.
4. Complainant will be notified on the timeline, procedures and documents to be submitted to form part of the exhibit (evidence) as deemed necessary.
5. If the defendant is an employee, an administrative case will be filed against him/her.
6. The rules and procedure for employees in administrative cases shall be applied in accordance with GEMS Grievance Policy and Employee Handbook.
7. Executive Principal/ CEO decision is final and executory unless, otherwise the complainant escalate the complaint to GEMS Corporate Office for case review and to execute the final decision.
8. The identity of both the complainant and respondent shall remain confidential if warrants by the CaRT.

Preventive Measures:

1. The school will follow strict policy in recruiting highly qualified professional school personnel and carry out rigorous background check on all those hired.



2. Establish and maintain an environment conducive to study, by way of providing the student with safe school facilities, equipments, clean and safe classrooms.
3. Provide the employees necessary trainings to enhance their teaching skills/performance and equipped them with updated technology to address the issues and concerns affecting the student.
4. Establish a safe environment where students can learn and develop their potentials, skills, and knowledge. Each student will be given a handbook indicating the policies and procedures on the safety of students in school (i.e., bus pick up and drop off policy, etc).
5. Conduct capacity building of school staff, parents and students such as but not limited to the following:
 - Child Protection Policy (Students, Parents & Staff)
 - School Rules & Regulations (Parents and Students)
 - Classroom Management (Teachers)
 - Behaviour Management (Teachers)
 - Conflict Resolution (Students)
 - Anti-bullying (Students)
 - Safe and secured Learning Environment (Students, Parents and Staff)
6. Conducts individual/group counseling for students.
7. Regular parent-teacher engagement.
8. Regular principal meeting with students, parents and teachers.
9. Provide information campaign through newsletters/ bulletins and advisories.
10. Establish linkages/networks with relevant government agencies and non-government organizations.

Records Keeping:

School will keep a written record of the incident, investigation and decision and attached to student file for future reference.

Confidentiality:

Concerns, complaints and records including the statements and correspondences of both parties will be always treated with utmost confidentiality.

Referral:

The CRT may refer the respondent to GEMS Corporate Office for further investigation and resolution of the case if deemed necessary.



Monitoring and Evaluation:

Complaint and Resolution Team will monitor and evaluate the effectiveness of Complaint and Resolution annually. In case new legislation from Gems Corporate Office, KHDA and UAE Ministry of Education, the policy will be amended in accordance with the corporate policy and national law set forth.



Student Details	
Name of the Student	Computer ID:
Year / Section	
Name of the Parent	
Contact Number	
Email ID	
Complaint / Grievance received through	

Concern (please tick the below)			
Academics	Non-Academic	Pastoral	Operations

Please provide specific details of your complaint, including person/s involved and place.

Date of the Incident		Approximate time of the incident	
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Did you discuss this matter with school staff? Yes, No. If yes, please specify the date(s) and the name of school staff?

To be filled out by school staff:

Complaint Status			
Complaint Resolved: Yes / No			
Name		Designation	
Signature		Date	

Action Taken/Recommendation

Action Taken:

Name and signature of staff in-charge: _____ Designation: _____ Date: _____

Recommendation:

Name and signature of staff in-charge: _____ Designation: _____ Date: _____

To be filled out by school staff (Level 2 if required)

Complaint Status

Complaint Resolved: Yes / No

Name		Designation	
Signature		Date	

Action Taken/Recommendation

Action Taken:

Name and signature of staff in-charge: _____ Designation: _____ Date: _____

Recommendation:

Name and signature of staff in-charge: _____ Designation: _____ Date: _____

