

September 2023



The Springfield Primary School



Parent Complaints Policy & Procedures

Name of Policy:	Parent Complaints Policy & Procedures
Date Approved:	02 April 2023
Date of Review:	23 September 2023



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PARENT COMPLAINTS POLICY & PROCEDURES

The Springfield Primary School (TSPS) aims to meet its statutory obligations when responding to complaints from parents of students and others. We welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously. We encourage parents to bring these to our attention as early as possible so that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

Aim:

- Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible.
- We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.
- We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

This policy will ensure that:

- Parents who wish to make a complaint know how to do so.
- When a parent or other adult makes a complaint, each school deals with it in a professional and timely manner and comes to a speedy resolution wherever possible.
- The school records and monitors complaints for its own self-improvement.
- The school will support complainants with information and be fair to those complained about.



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Parents Complaints Committee

PARTICULAR	DESIGNATION
Principal	Committee Head
Head of Student Affairs	Committee Member
Head of Academics	Committee Member
Head of Facilities	Committee Member
Head of Admin/HR	Committee Member
Support Staff Supervisor	Committee Member
School Bus Transportation Supervisor	Committee Member
Teacher Representative	Committee Member
Teacher Representative	Committee Member
Teacher Representative	Committee Member
Teacher Representative	Committee Member

Procedure to make a complaint:**How should I complain?**

Parents who have concern or complaint, should initially raise these in the first instance with their child's class teacher by letter, email, telephone or by verbally requesting a meeting. If the parent is not satisfied with the response of the class teacher or feel that the matter is sufficiently sensitive or serious, then put the parent in contact with the Head of Academics or Head of Student Affairs based on the concern or refer the parent directly to the Head of School. Parents may feel that they should contact the Head of School directly, especially on a matter of great importance or sensitivity, however, matters usually have to be referred back to the Head of Academics or Head of Student Affairs, therefore it is best to seek their advice in the first instance. Parents can also write directly to the Head of School if the matter is of serious concern.



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What will happen next?

If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately to their satisfaction. If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how the school proposes to proceed.

In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made. The parent will be given a date by which they will receive a further response. If a detailed explanation of the issue is needed a letter/report will be sent to the parent as quickly as possible, informing them of the outcome of their complaint and will explain any action taken or proposed. Alternatively, the parent may be invited to a meeting at the school.

All complaints should be dealt within 7 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

Areas of concerns:

Area 1: Students Learning and Teaching

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided.

Stage 2 - Initial complaint directed to the Subject Coordinator to be resolved and feedback provided.

Stage 3 - Forwarded to the Head of Academic/Head of Student Affairs/Guidance Counselor for investigation, feedback and final resolution.

Stage 4 - Forwarded to the Principal if required for further discussion and final resolution.

Area 2: Students Behaviour, Emotional Wellbeing or Support

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided.

Stage 2 - Initial complaint directed to the guidance counsellor to be resolved and feedback provided.

Stage 3 - Forwarded to the Head of Academic/Head of Student Affairs/Guidance Counselor for investigation, feedback and final resolution.

Stage 4 - Forwarded to the Principal if required for further discussion and final resolution.



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Area 3: Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the receptionist to be resolved and feedback provided.

Stage 2 - Initial complaint directed to the Head of Facilities for investigation, feedback and final resolution.

Stage 3 - Forwarded to the Principal if required for further discussion and final resolution.

Area 4: A Member of Staff

Stage 1 - Forwarded to the Head Human Resource/ Head of Administration/Head of Academic/Head of Student Affairs/Guidance Counselor as the case may be for investigation, feedback and final resolution.

Stage 2 - Forwarded to the Principal if required for further discussion and final resolution.

Area 5: A Member of the Leadership Team/Department Heads

To be directed to the principal for investigation feedback and final resolution.

Area 6: The Principal

To be directed to the Head office either through email – admin@tskaatar.com for final resolution.

Complaints Procedures

The Departmental Heads/Principal will request a full report from the concern parties along with all relevant documents. On the basis of these, the school may decide to call for a briefing from individual members of staff. The Departmental Heads/Principal, starts to investigate the case and will write to the parent to inform them of the action being taken and will ask the parent if they wish to add what they have already said and will give a date by which the parent may expect a full response. The Departmental Heads/Principal may be able to offer a new approach to the matter which may satisfactorily conclude the matter for the parent. The Departmental Heads/Principal's response will be clear and detailed but, if the parent remains dissatisfied, they will also offer a meeting.

If a meeting is requested those involved will be:

- The Parent Complaints Committee
- Staff involved
- The Parents



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The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. However, it has to be recognized that sometimes it may only be possible to establish facts and make recommendations that will satisfy the complainant that his or her complaint has at least been taken seriously. It may only be possible to establish the facts and make recommendations

Responsibilities – Staff

- To understand the importance of handling and resolving the initial complaint and ensuring a resolution is found to satisfy the complainant and to avoid further escalation.
- To ensure the recording of complaints, implemented actions and those concerned staff are involved in any escalation of complaints.
- To ensure the relevant member of the complaints committee is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.

Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of the departments and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

Anonymous Complaints

Anonymous complaints will not be pursued.

Staff Disciplinary Procedures

Any action taken under staff disciplinary procedures, following parental complaints, would normally be handled confidentially within the school. Parents would be informed that appropriate action had been taken, no further information will be shared.

Student complaints, concerns and counselling procedures

The principles which apply to parental complaints also apply to complaints and concerns from students. However, there are differences in approach. We believe



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that it is important that our students should be able to raise concerns with any member of staff with whom they feel comfortable. Students may also meet the Head of Student Affairs/ School Counsellor for any complaints. As with parental complaints, anonymous complaints will not be pursued.

Complaints to the Ministry of Education and Higher Education (MoEHE):

If the complainant desires to approach MoEHE to register their concerns, they are required to fill the **attached endorsement form** and submit it to MoEHE, however the parents are recommended to seek the School Management for resolution of their concerns at the initial stage. The parents can also register their complaints through an email at complaints@edu.gov.qa .

Feedback Procedure

It's important for us to understand what our parents and visitors perceive as our strengths and likewise what recommendations for improvement to our service they would like to see take place.

This can be achieved in the following ways:

- Email or verbal conversation with our administrative department.
- Email or verbal conversation with the relevant coordinators.
- Feedback via the school official email address.

When it is felt that an issue is more pressing than simple feedback and an informal or formal complaint is deemed necessary, then the Complaints Procedure outlined should be followed.

Monitoring and Recording

- The number of formal complaints per term should be an indicator of how the school is meeting the needs of its students and addressing parents' satisfaction.
- Patterns and trends should be highlighted by the complaints committee and proactive actions should take place to prevent re-occurrence.
- Recording of complaints will be kept by the Departmental Heads/Principal for review.

Evaluation

Each member of the complaints committee will be responsible for investigating the process of an unresolved complaint relating to their team, in order to evaluate the effectiveness of the process in handling the complaint in accordance with this policy.

Please see attached official complaint form.

