



JEDDAH PREP AND GRAMMAR SCHOOL

Complaints Policy - Parents

Jeddah Prep and Grammar School ('the School') Complaints Policy applies to both the Grammar and Preparatory School, including the Early Years Foundation Stage and the Sixth Form. These procedures comply with The Education (Independent School Standards) Regulations 2019 and the Statutory Framework for the Early Years Foundation Stage 2014 (updated October 2020).

INTRODUCTION

The School prides itself on the quality of teaching and pastoral care provided to its pupils. However, the School recognises that parents may have cause for complaint; a complaint being any matter about which a parent of a pupil is unhappy and seeks action by the School.

If parents do have a complaint, they can expect it to be treated by the School in accordance with this policy. Parents can be assured that all complaints will be treated seriously and confidentially.

This policy is available to parents of pupils currently registered at the School. This policy does not apply to parents of prospective pupils. This policy does not apply to parents of former pupils unless the complaint was initially raised when the pupil was still registered at the School.

STAGE ONE: INFORMAL PROCESS

1. It is hoped that most complaints and concerns will be resolved quickly and informally.
2. If parents have a complaint they should contact their child's Class Teacher and/or Form Tutor in the first instance. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Tutor cannot resolve

the matter alone it may be necessary for them to consult a more senior member of staff, such as the relevant Head of Key Stage and/or the Head of School.

3. If the complaint is about the child's Class Teacher and/or Form Tutor, the matter should be raised initially with a senior member of staff such as with the relevant Assistant Head of Phase, Key Stage Coordinator and/or the Head of School.
4. Complaints made directly to the relevant Key Stage Coordinator and/or Head of School will usually be referred to the relevant Class Teacher and/or Form Tutor, unless they deem it appropriate for them to deal with the matter personally.
5. The person receiving the complaint will make a written record of all concerns and complaints and the date on which they were received. The written record will be kept in the pupil file. Should the matter not be resolved within 14 working days, or in the event that the person receiving the complaint is unable to reach a satisfactory resolution, parents may proceed with their complaint in accordance with Stage 2 of this procedure.

STAGE TWO: FORMAL PROCESS

1. If the complaint cannot be resolved on an informal basis then the parents should put their complaint in writing to the Headmaster. The Headmaster will acknowledge receipt of the complaint as soon as reasonably practicable and normally within 5 working days during term time. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
2. In most cases, the Headmaster will meet with or speak to the parents concerned, normally within 10 working days of receiving the formal Stage 2 complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
3. The Headmaster may at his discretion appoint a senior member of staff to carry out the investigation for all or part of the complaint as the Headmaster feels fit. This

may include seeking further information from the parent. A written record of all meetings and interviews held in relation to the complaint will be kept.

4. Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision. The Headmaster will confirm the decision together with reasons, as soon as reasonably practicable and normally within 14 working days following acknowledgment of the formal complaint.
5. If parents are not satisfied with the decision, they may proceed to Stage 3 of this procedure within 14 working days of the Headmaster's decision.

If the complaint is against the Headmaster, parents should make their complaint directly to the School Business and Operations Manager who will refer it immediately to the Chair of Governors to manage in accordance with Stage 2 of this procedure. If the complaint concerns the Chair of Governors the matter will be referred immediately to the Headmaster to manage in accordance with Stage 2.

STAGE THREE: PANEL HEARING

1. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the School Business and Operations Manager who has been appointed by the Governing Body to call hearings of the Complaints Panel.
2. The School Business and Operations Manager will refer the matter to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint and one of whom may be independent of the management and running of the school. The School Business and Operations Manager, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 working days.

3. 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 normally not later than 3 working days prior to the hearing.
4. The parents may attend the hearing and be accompanied by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
5. If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
6. After due consideration of all facts they consider relevant, the Panel will make findings and may make recommendations. The Panel will write to the parents informing them of its decision and the reasons for it, normally within 7 working days of the hearing. The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, the Headmaster and the Governing Body, and where relevant, the person complained. A copy will also be made available for inspection on the School premises by the Headmaster.
7. The School aims to resolve all complaints as speedily as reasonably practicable and the School will take all reasonable steps to ensure that the panel will have considered the complaint and made their findings and recommendations within 28 days of having receiving the request for a panel hearing under Stage 3 of this procedure.

HANDLING OF COMPLAINTS

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except insofar as is required of the School by the Education (Independent Schools Standards) Regulations 2019 and Early Years Statutory Framework; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

Details of the number of complaints in the previous 12 months are available to parents on request.

RECORDS

The Headmaster will ensure a written record of all complaints is kept including whether they are resolved following a formal procedure or proceeded to a panel hearing. A written record will also be kept of action taken by the School as a result of complaints, regardless as to whether or not they are upheld.

The School's written record will include, amongst other things:

- The date when the complaint was raised
- The name of parent raising the complaint
- The nature of the complaint
- Copies of key correspondence.

TIMEFRAMES

All references to 'working' days in this policy means Sunday to Thursday (excluding weekends and holidays). In the event of a complaint being received during a school holiday period, it will be dealt with as soon as reasonably practicable and normally within the timescales set out throughout this policy. Where there are delays in collecting information, for example, caused by staff absence, parents will be informed of the reasons why and a likely timeframe for a response.

CONTACT DETAILS TO MAKE A COMPLAINT

If parents remain dissatisfied with the School's response and/or feel that intervention at a higher level is appropriate, they may lodge a complaint to external agencies e.g. the Ministry of Education.

Alternative Dispute Resolution

In the event that the School is unable to resolve a complaint with a parent and the internal procedure has been exhausted, the School will write to parents to let them know that they cannot settle the complaint. Use of alternative dispute resolution by the School and parents is voluntary; the School is under no obligation to submit to alternative dispute resolution.

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