



**Policy Name: Complaints Policy
2024-25**

Policy reviewed by: Nicholas Brain, Principal
Date of review: June 2024
Date of next review: June 2025

Complaints Policy

Purpose

At Jumeirah College, we acknowledge that, from time to time, parents may wish to register a concern or even a complaint about the school or the work undertaken. Such complaints will be appropriately dealt with, and the outcome communicated with the parents.

All formal complaints are logged in the School's Complaints Log kept by the PRE and are available to the Senior Leadership Team (SLT), Local Advisory Board (LAB) and external inspectors. All complaints of a safeguarding and child protection nature will be logged on the school's internal case management platform. Anonymous complaints will not be investigated under the complaints policy unless there are exceptional circumstances, these would include serious concerns such as child protection or bullying allegations.

Complaints regarding school matters should preferably be made in the following order:

1. If a parent wishes to question a decision made by the school, then the parent should meet the person directly involved in that decision such as the teacher or member of staff concerned; If the parent is still not satisfied, then he/she should meet with the head of section such as Head of Department or Head of Year, depending on the specific issue.
2. If the issue is still not resolved, then the parent can schedule to meet with one of the Senior Leadership Team. If this has still not solved the issue, the parent can then make an appointment to meet with the Principal of Jumeirah College, to try to resolve the issue.
3. *If the issue is still not resolved after this stage*, then the parent should write an official letter to the 'Chief of Schools' at GEMS. GEMS will be required to set up a committee comprised of a teacher, a parent, a school leader and a member of the board of governors. None of the members of the committee shall have any connection to the original concern or complaint. The committee shall study the matter and within 10 working days issue a written report to both the Principal of the school and to the parent.
4. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting ***the Compliance and Resolution Commission*** on CRC@khda.gov.ae.

Who was consulted?

In drafting this policy, it has been discussed with the College Principal / the Senior Leadership Team and the Local Advisory Board.

Roles and responsibilities of Principal and other staff:

- The Principal is responsible for ensuring the Complaints Policy and procedures are implemented in school and for ensuring any complaint is investigated.
- School staff are responsible for implementing the Complaints Policy and for reporting any complaint to their direct line manager.