



مدرسة كامبردج الثانوية
THE CAMBRIDGE HIGH SCHOOL, ABU DHABI

Complaints and Feedback Policy

Date last reviewed: September 2021
Review Period: Annually

Complaints and Feedback Policy

RATIONALE:

At Cambridge High School we take our accountability to parents seriously. All staff listen to what our parents and stakeholders say and we work in partnership with them to resolve any problems or concerns as they arise, based upon the feedback we receive. The student's, and their needs, lie at the heart of everything we do and it is vital that we listen and respond to feedback which can then be used to enhance the overall learning experience for the students.

Many concerns can be dealt with and resolved at source, by the class or form teacher, however on some occasions further action is required and formal procedures need to be put in place to deal with the concern and find resolution.

PURPOSE:

- To have a clear and transparent approach to dealing with complaints, concerns and feedback from parents and other stakeholders.
- To advise all persons on how to direct a complaint or concern and the potential escalation procedures associated.

FEEDBACK PROCEDURE:

It is very important for us to understand what our parents, stakeholders and visitors see as our strengths and also our areas for development. As a school, and part of GEMS Education, we are very receptive to feedback and positively encourage it. Feedback can be received in any of the following ways;

- Email, online or face to face conversation with a form tutor or class teacher. Each month, as a matter of regular practice, the form tutor contacts each parent of students in their form class through a Pulse engagement, and this is recorded
- Email or verbal conversation with the Parent Relations Executive or Front of House staff
- Email or verbal conversation with a Phase Leader or Director of Subject
- Email or verbal conversation with a member of the School Leadership Team
- Feedback via a generic school email ID communication_chs@gemsedu.com
- Feedback through the GEMS Parent Survey twice a year, the data and responses of which are analysed and parents called based upon their responses

If it is felt that the issue is more pressing than responding simply to feedback then the procedure outlined in this policy will be followed

COMPLAINTS PROCEDURE:

Parents and stakeholders have the right to make a complaint, be that formal or informal, if they feel that the any aspect of the school is not of an acceptable standard. To ensure that the right person deals with a complaint it is important to outline who to direct specific complaints to, as per the outline shown below.

Complaints can be received formally in writing and addressed to the relevant person. All complaints should be addressed within 48 hours of receipt. If there is the need for a more complex investigation then the person in charge should inform the complainant of a realistic timeline in writing.

Students' learning, the quality of teaching, behaviour of others and general emotional health, well-being and support

Stage 1 – Initial complaint should be directed to the class teacher or form tutor to be resolved and feedback provided. The relevant Phase Leader and/or Director of Subject should be made aware of the concern at this stage

Stage 2 – Initial complaint, if unresolved at stage 1, should be directed to the relevant Phase Leader or Director of Subject. A member of the SLT should be made aware of the complaint at this stage.

Stage 3 – If the initial complaint remains unresolved after stage 2, then a member of the SLT will meet with the complainant and investigate further and give feedback.

Stage 4 – Forward the complaint to the Principal/CEO for final resolution

Operations, facilities, external services

Stage 1 – Initial complaint directed to the PRE or MSO to be resolved. Vice Principal made aware of the complaint at this stage.

Stage 2 – Initial complaint, if unresolved at stage 1, should be directed to the Vice Principal to be resolved and for feedback to be provided. Principal/CEO to be made aware of the complaint at this stage

Stage 3 – If the complaint is still unresolved after stage 2 it should be directed to the Principal/CEO for final resolution

A member of staff

Stage 1 – Complaint directed to the Vice Principal for initial investigation and feedback. The Principal/CEO is made aware of the complaint at this stage

Stage 2 – If the complaint is unresolved at stage 1 it will be forwarded to the Principal for final resolution.

A member of the Senior Leadership Team

To be directed to the Principal/CEO for investigation, feedback and final resolution

The Principal/CEO

To be directed to the Education Department at GEMS Education Corporate Office

Please note that any complaint in writing, irrespective of the nature of the complaint, can be directed straight to a member of the SLT and/or Principal who will decide on the best course of action in line with the stages outlined and the seriousness of the complaint.

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 relevant line managers are involved in any escalation of complaints.
- To ensure the relevant member of the Executive Leadership Team is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.

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 customer satisfaction.
- Patterns and trends should be highlighted by the Executive Leadership Team and proactive actions should take place to prevent re-occurrence.
- Recording of complaints will be kept by the Principal/CEO for review by GEMS Corporate Office should an escalation be required.

Evaluation

- Each member of the Executive Leadership Team 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

- Feedback should be given for improvements in process to the Principal/CEO.

Independent Complaints Procedure

It is recognised that on occasions the complainant may not be satisfied with the result of a complaint at school level. Where this is the case, and only following the complaints procedure as outlined above, there is an option to put in writing a complaint in relation to either:

- a) The initial complaint
- b) The complaints procedure

All complaints relating to the above will be dealt with at GEMS Corporate Office where an independent investigation will be conducted. Where recommendations are suggested, the Principal and Executive Leadership Team will review policy and procedure and make changes where appropriate.

If, having followed the complaints procedure above and having written formally to GEMS Corporate Office, <https://www.gemseducation.com > talk-to-us> (600-567771), a satisfactory solution has still not been found, then the parent has the right thereafter to refer the matter to ADEK by contacting the Private Schools and Quality Assurance Sector Office (0615 0000):

ADEK
Private Schools and Quality Assurance Sector
P.O. Box 36005
Abu Dhabi