



# The Oxford School, Dubai

## The Concerns & Complaints Policy and associated procedures

The Oxford School's aim for Partnership is *"To seek partnership and develop a culture of trust, openness and self-evaluation so that everyone can benefit from good relationships between the School, home, local community and the wider world"*.

Two of the relevant objectives are to seek partnership by:

- supporting pupils by working with parents as partners, by reporting progress regularly, by fostering good communications and by listening to views and dealing promptly with concerns;
- fostering good relationships with the local community, for mutual benefit.

We want to work in harmony. There is a triangular relationship between pupils, their parents/guardians and staff; communication in a spirit of trust and openness is essential. We must listen to children.

We welcome suggestions and comments from parents, however made. Things can go wrong from time to time and hearing concerns and complaints is about resolving problems; we take seriously concerns and complaints which may arise. Members of staff will respond to concerns and complaints within a reasonable time and in a courteous and efficient manner. They will advise those who raise concerns and complaints of how the matter is being handled. Pupils will not be adversely affected because they or their parents have made a complaint. Confidentiality will be respected and knowledge of the issue restricted to those directly involved. Where complaints are found to be justified, appropriate action will be taken.

Concerns and complaints dealt with seriously and sensitively at an early stage are most likely to have a satisfactory outcome.

A Complaints File is kept by the Principal, to note trends and patterns; this is checked by the Directors on a regular basis. Where appropriate, staff training and development will cover the effective handling of complaints.

A concern or complaint will be treated as an expression of genuine dissatisfaction or anxiety which needs a response. Our concerns & complaints procedure has been set up to ensure that:

- parents wishing to register a concern or complaint know how to do so
- we respond to concerns and complaints within a reasonable time and in a courteous and efficient way
- parents know that we listen and that we take concerns and complaints seriously
- we take action where appropriate or explain fully our reasons if we decide not to take action

We want to know about any concern or complaint - and to do what we can to remedy the situation. Please get in touch immediately if you have any concern or complaint. The procedures to follow are outlined in the following pages.

## **The Procedures for dealing with Concerns and Complaints.**

- **“How should I notify the School of a concern / how should I complain?”**

You can talk directly to a member of staff; write a letter, e-mail or telephone. Please be as clear as possible about what is troubling you.

Any member of staff will be happy to help. It may be best to start with the person most closely concerned with the issue; they may be able to sort things out quickly, with the minimum of fuss.

However, you may prefer to take the matter to a member of staff with more responsibility or seniority. If the matter is outside their remit, they will refer you to the appropriate person. The table below gives details of where you might seek such help or advice.

Concerns about **financial matters** should be addressed to Mr. Ahmed Kabir, the Chief Accountant.

- **“I don’t want to complain as such, but there is something bothering me”**

The School is here for your child(ren), and we want to hear your views, concerns and ideas. Please contact a member of staff, as shown in the table below:

### **STAFF with RESPONSIBILITY and/or SENIORITY.**

Foundation stage	-	Mrs. Lois Sampath
Grades 1 – 4	-	Mrs. Anuradha Nebhnani
Grades 5 – 12 Girls	-	Mrs. Afshan Mehdi
Grades 5 – 10 Boys	-	Mrs. Anuradha Samuel
Grade 11, 12 Boys	-	Mr. Asif Khan

However, you are always welcome to write to Mrs. Renu Sharma, Head of Primary for concerns related to KG – Grade 6 at [primaryhead@oxford.sch.ae](mailto:primaryhead@oxford.sch.ae)

All your concerns regarding the entire school can be shared with Mrs. Nikhat Rehman, Principal at [principal@oxford.sch.ae](mailto:principal@oxford.sch.ae)

- **“I am not sure whether to complain or not”**

If, as parents, you have concerns, you are entitled to raise issues. If in doubt, you should contact the School – we would like to know and we are here to help.

- **“What will happen next?”**

If you raise something face-to-face, by telephone or e-mail, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion verbally or in writing, we will acknowledge receipt immediately. We will then investigate and contact you in term time within three working days to respond to your concerns and explain how we propose to proceed. Please note that complaints received during the School holidays may be delayed by the absence of relevant people. It does take time to deal with concerns or complaints in a tactful, confidential and effective manner. Those against whom a concern or complaint has been lodged have a right to reply and will acknowledge, explain or apologise as appropriate.

In many circumstances, the person you contact will need to discuss the matter with one or more colleagues and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome; it will explain the conclusion, the reasons for it and any action taken or proposed.

- **“What happens about confidentiality?”**

Your concern or complaint will be treated in a confidential manner and with respect. We have internal procedures which mean that the Principal and other senior members of staff are informed confidentially of concerns or complaints. Knowledge of the concern or complaint will be limited to these senior staff, the Principal and those directly involved.

It is the School's policy that complaints made by parents should not rebound adversely on their children; similarly, your child should know that s/he will not be adversely affected or unfairly treated if you make a complaint.

Information relating to specific complaints will be kept confidentially in a separate file, not in the pupil's file.

We would point out that anonymous complaints may not be pursued.

Action which is needed to be taken under staff disciplinary procedures as a result of complaints will be handled confidentially within the school.

- **“What if I am not satisfied with the outcome?”**

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Principal will offer to refer the matter to the Directors. Alternatively, you may wish to write directly to the Directors; please do so by sending a letter to the School, marking the envelope “For the Personal Attention of the Directors”. The Director will call for a full report from the Principal and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Director will invite you to a meeting.

We hope that we will always be able to satisfy your concerns.

**The School recognises and acknowledges your entitlement to complain and we will pursue any concerns to completion by listening, acknowledging, investigating, mediating and explaining. We seek to work with you in the best interests of the children and young people in our care.**