



# Complaints Resolution Procedures

## A – Teaching & Learning Policies & Procedures

<b>Key author</b>	Headmaster
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<b>Linked policies</b>	Complaint Resolution Policy (Staff)

## **Complaints Resolution Procedures**

1. Assumption
  - 1.1 These procedures are fully compliant with the Complaints Resolution Policy.
  - 1.2 Please note that a spirit of reasonableness and common sense is expected on all sides. Minor issues, within the authority levels of staff-members, are often simply matters where parents and staff have to meet to discuss and resolve a problem.
  - 1.3 Of course, if the issue is more serious, then it can be entirely correct to move through more than one, or indeed all, of the steps described. Please read the rest of the policy for detailed guidance.
- 2 Complaints Resolution Procedure
  - 2.1 If a parent has a complaint against the School he or she should contact the relevant member of staff in the first instance (class teacher for subject related matter or form tutor if it is a pastoral issue) to discuss the concern informally.
  - 2.2 If the response is unsatisfactory he or she should refer the matter to the relevant line manager, Head of Department or Head of Year. If unsatisfied with the further response the parent should contact the Assistant Head, Deputy Head or Head of Primary or Secondary School, depending on who line manages the person initially contacted in 2.1. Please refer to the responsibility table to understand who is responsible for the various areas of the School (see appendix A). The final point of contact within the School is the Headmaster.
  - 2.3 If the response is unsatisfactory and a parent wishes to make a formal complaint, he or she should do so in writing to the Headmaster, either by letter or email.
  - 2.4 The Headmaster will acknowledge receipt within 3 School days and indicate to parents when they will receive a response. This will be within a reasonable timescale depending on the nature of the complaint.
  - 2.5 On the rare occasion that the response to the formal complaint is unsatisfactory, the parent should contact the Board of Governors in writing. Letters should be addressed to the Clerk to the Board and left at the School's reception, emails should be sent to [clerktotheboard@britishschool.sch.ae](mailto:clerktotheboard@britishschool.sch.ae). Complaints to the Board should not be made through individual governors.
  - 2.6 On receipt of the letter/email, the Clerk will:
    - (i) confirm with the Headmaster whether the complaint has already been addressed by the School management;

- (ii) acknowledge receipt of the complaint and confirm that the parent will get a response within 30 School days; and
  - (iii) forward the letter/email to the Chair of the Board.
- 2.7 The Chair will arrange for the complaint to be raised before a group of Board members, drawn from (depending on the nature of the complaint), the Education Committee, the Finance and Premises Committee, the Personnel Committee, the Board Executive or the full Board of Governors, together with an additional appropriate independent person if deemed appropriate. The parent may be invited to attend, and may be accompanied by an independent person if they wish.
- 2.8 The results and recommendations of the discussion will be recorded by the Clerk. These will be sent to the parent and the person(s) about whom the complaint was directed.
- 2.9 The Clerk will keep a copy of all documentation relating to the complaint. These files will be confidential but will be available to qualified School inspectors.
- 2.10 The decision of the Board is final.

## APPENDIX A

Mark Leppard Headmaster	Peter Church Bursar	Elaine Rawlings Head of Primary	Teresa Woulfe Head of Secondary	Pete Collings Deputy Head	Alan McCarthy Deputy Head	James McBlane Deputy Head	Nigel Davis Deputy Head
School Inspection	School Inspection	School Inspection	School Inspection	Primary Assessment and Reporting	Teaching and Learning	Secondary Curriculum	Teaching and Learning
UAE Government Links (inc ADEC)	Support Staff CPD & Appraisals	Primary CPD	Moral Education	Primary Curriculum	Primary Timetable	Secondary Assessment and Reporting	Secondary Pastoral Lead
Strategic Plan Development Plan	Facilities	Primary Performance Appraisal	Secondary CPD	Community Links (PA/Charities)	Trips and visits (Primary)	Secondary Timetable and Staffing	Exams/External Assessments
Recruitment	Buses, catering, uniforms	Recruitment	Secondary Performance Appraisal	Whole School Calendar	SCF	Whole School Calendar	Secondary Co- Curricular
Phase V Working Group	Phase V Working Group	International Links	Phase V Working Group	Primary Co- Curricular	Moral Ed/	Trips and Visits	Academic Enrichment
Safeguarding (including Nursing & Counsellor)	ISAMS	Safeguarding (including Nursing & Counsellor)	Recruitment	Primary Planners	My Identity	Scholarships	SCF
LM Head of School and Bursar	Safeguarding (including Nursing & Counsellor)	Primary Learning Support	Secondary Planners	Primary cover	Digital Leadership	ALUMNI	Digital Leadership
House System	Admin Team, Reception & Transport	Assistant Head UAE	Safeguarding (including Nursing & Counsellor)	LM Assistant Heads (EYFS)	LM Assistant Heads (N-Y3)	Secondary Data	Secondary Cover
	Finance, Purchasing, Contracts & Lettings	LM Deputy Head	Secondary Admissions	PE Whole school	CPD Development	Secondary Strategic planning	Computer Science
	Marketing, Alumni, Fundraising, Events	Primary Languages	Secondary Learning Support	LM Resources Technician	Pastoral Yrs 4-6	English	Science
	IT and IS	Music	LM Deputy Heads	LM Assistant Heads (Y4-Y6)	LM Digital Leader	Business and Economics	LM Assistant Heads (Y7-Y9)
	PRO, Compliance, H&S, Security and Housing	Nurse	Drama	Pastoral Yrs 1-3	LM Carol Gray- Trips	BTEC	CPD Development
	HR	Moral Education	Maths	LM Assistant Heads (Yrs 1-3)	Meeting Rotas	LM Assistant Heads(Y10-Y13)	LM Exams Officer
	Admissions	Primary Admissions	Assistant Head UAE	LM Carol Gray- Trips		Psychology	Cover Administrator
	Maintenance & Capital Projects	Phase V Working Group	Counsellor			CPD Development	
	Housekeeping & Cleaning	PA to Head of Primary and DHTS	PA to Head of Secondary and DHTS			Literacy – LM	
	LINE MANAGEMENT				RESPONSIBILITY FOR		

Ellie Edgar Assistant Head	Jo Bailey- Black Assistant Head	Charlotte McDowell Assistant Head	John Foster Assistant Head	Gareth Jones Assistant Head	Ali Thompson Assistant Head	Rafeef Kadhum Assistant Head
FS1- FS2 Curriculum	Y1- Y3 Curriculum	Y4-Y6 Curriculum	Duties	Interventions and student support	Student Leadership	Student Voice
EYFS Admissions	Primary House System/ EPIC House Week	PSHE/ Moral Education	Moral Education	Moral Education	6th Form Admissions	My Identity
Photos Whole School	Attendance and Punctuality	Student Leadership	Rewards and Sanctions	Co-curricular	Moral Education	Equivalency
Nursery and Reception FS1-FS2 Duties	Duties Y1 -Y3	Academic Enrichment	Secondary Awards Evening	Art	6th Form HOY	Arabic A
Creche	PSHE/ Moral Education	Duties Y4-Y6	Geography	DofE	EPQ	Islamic Studies
PSHE/ Moral Education	Maths Mastery	English	DT	Y10-Y11 HOY	Careers	Social Studies
Nursery Year Leader	Science STEM	History	Y7-Y9 HOY	History	Media Studies	Secondary Languages (Arabic B/ French/ Spanish)
Reception Year Leader	Parent Workshops	Geography		MUN / Debating		Moral Ed (Social Studies)
TA's Primary	Primary Curriculum Budget	Art				
TA Training	SCF/ My Identity	NQT Tutor				
Development of Facilities	Interventions Curriculum	Art Exhibition				
Pastoral EYFS	Food Technology	Design Technology				
In the moment planning development	Primary Assemblies	Social Studies B (Y1- Y6)				
EYFS Year Group Leaders	Y1-3 Year Group Leaders	Whole School Library				
	Lead Teacher Science and Maths Mastery	Y4-6 Year Group Leaders				
		Lead Teachers Phonics and EAL				

LINE MANAGEMENT

RESPONSIBILITY FOR