



# Feedback & Complaints Policy

2021-2025

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**Responsible person** | Principal

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## 1. Introduction and Definition

At GEMS Wellington Academy, Silicon Oasis, we understand our accountability to our parents and community.

All staff listen to what parents and stakeholders are saying through formal and regular channels e.g. Quality Assurance Process, Annual Parent Survey, Pulse, Parent and Teacher interactions. There are also informal opportunities to hear. For example, discussions between parents and staff, questionnaires, workshops and parent engagement sessions.

The Academy recognises that a student's education will be enhanced by the whole-hearted support of parents working closely with our staff and leadership. To ensure effective communication and resolution of any issues, it is important to distinguish between a *complaint* and a *concern*.

A **complaint** is a formal grievance, often involving unmet standards, requiring investigation or resolution. A **concern** is an informal worry that may not be a formal issue but still needs attention. Complaints are specific and may escalate, while concerns are usually addressed through dialogue.

Many issues and **concerns** can be handled without the need for formal procedures, if they are addressed early. In most cases the class teacher or form tutor will receive the first approach and ideally the issue will be resolved at this level.

However, formal procedures will follow if initial attempts to resolve the issue are unsuccessful, and/or the person raising the concern remains dissatisfied and wishes to take the matter further.

## 2. Aims and Definitions

There may occasionally be cause for dissatisfaction with some aspect(s) of the service provided. This policy advises all persons on how to direct a complaint and the escalation procedures around this.

## 3. Feedback Procedure

Parents are able to access this policy either by visiting the 'For Parents' section of our school website <https://www.gemswellingtonacademy-dso.com/en/For-Parents/Policies>

It is important for us to understand where our parents and visitors feel we could improve the service we offer. This can be done in the following ways.

- 3.1. Email or verbal conversation with our Parent Relation Executive.
- 3.2. Email or verbal conversation with the relevant staff member.
- 3.3. Feedback via online email address.

Where it is felt that the issue is more pressing than simple feedback and an informal or formal complaint is felt to be necessary then the 'Complaints Procedure' should be followed as per section 4.

## 4. Complaints Procedure

As an educational establishment there are different categories of service which may warrant

complaints where feedback has failed to improve the service or expectation. To ensure the right person deals with the right complaint it is important to outline the different categories indicated in the list below.

Complaints can be received formally in writing addressed to the relevant person. All formal complaints will be recorded and monitored via the Academy Leadership Team.

All complaints should be dealt with within 7 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant in writing (either via email or letter) with a realistic timescale.

#### 4.1. **Student's Teaching & Learning**

- a. **Stage 1** - Initial complaint directed to the class teacher to be resolved and feedback provided.
- b. **Stage 2** - Forwarded to the relevant Middle Leader for investigation and feedback
- c. **Stage 3** - Forwarded to the Primary or Secondary Principal for investigation and feedback.
- d. **Stage 4** - Forwarded to the Principal/CEO for final resolution, if not resolved prior.

#### 4.2. **Student's Behaviour, Emotional Wellbeing or Support**

- a. **Stage 1** - Initial complaint directed to the class teacher to be resolved and feedback provided.
- b. **Stage 2** - Forwarded to the relevant Middle Leader for investigation and feedback.
- c. **Stage 3** - Forwarded to the Primary or Secondary Principal for investigation and feedback.
- d. **Stage 4** - Forwarded to the Principal/CEO for final resolution, if not resolved prior.

#### 4.3. **Operations/Facilities/External Services**

- a. **Stage 1** - Initial complaint directed to the Parent Relations Executive. Forwarded to the relevant department, team or external service provider. Feedback to be provided by the PRE or external service provider.
- b. **Stage 2** - Forwarded to the Manager of School Operations for investigation and feedback.
- c. **Stage 3** - Forwarded to the Principal/CEO for final resolution, if not resolved prior.

#### 4.4. **A member of staff**

- a. **Stage 1** - Initial complaint directed to the Parent Relations Executive. Complaint forwarded to the relevant line manager for investigation and feedback.
- b. **Stage 2** - Forwarded to the Primary or Secondary Principal for investigation and feedback.
- c. **Stage 3** - Forwarded to the Principal/CEO for final resolution, if not resolved prior.

#### 4.5. **A member of the Academy Leadership Team**

- a. To be directed to the Principal/CEO for investigation and feedback.

#### 4.6. **The Principal/CEO**

- a. To be directed to the Vice Principal Education and Cluster Lead for the Wellington Schools.

If the issue is still not resolved, then the parent shall write an official letter to the GEMS School Support Centre ([www.gemseducation.com>talk-to-us](http://www.gemseducation.com>talk-to-us) or 04 347 7770). They shall review the matter and within 10 working days issue a written report to both the Principal/CEO and to the parent.

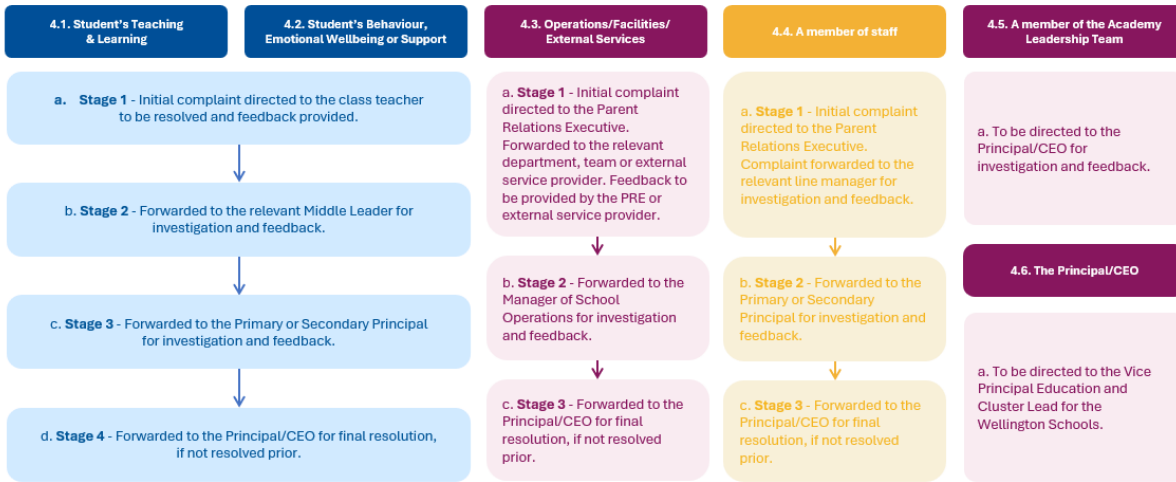
Each stage in the process of appeal should not exceed more than 5 working days. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on [CRC@khda.gov.ae](mailto:CRC@khda.gov.ae) or 04 364 0000.

The complaints procedure is outlined in the table below.

# WSO COMPLAINTS POLICY



This document outlines the escalation process for handling complaints in WSO, covering areas such as teaching and learning, student wellbeing, operations, staff members, and leadership.



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## **5. Independent Complaints Procedure**

- 5.1 In the event that a parent is not satisfied with the response to a written complaint, they may seek further resolution through the independent complaints' procedure.
- 5.2 It is recognised that, on occasion, the complainant may not be satisfied with the result of a complaint at school level. Where this is the case, and only following the completion of the complaints procedure as detailed in Section 4, there is an option to put in writing a complaint in relation to either:
  - a) The initial complaint
  - b) The complaints procedure
- 5.3 All complaints relating to the above will be dealt with at GEMS School Support Centre where an independent investigation (including hearing where required) will be conducted and findings/recommendations presented to the complainant and the school.
- 5.4 Where recommendations are suggested, the Academy Leadership Team along with the Principal/CEO will review this policy and make any changes where appropriate.

## **6 Responsibilities – All Staff**

- 6.1. To understand the importance of handling and resolving the initial complaint and ensuring a resolution is found in an efficient and timely manner, to satisfy the complainant and to avoid further escalation.
- 6.2. To ensure the recording of complaints, implemented actions and relevant line managers are involved in any escalation of complaints including Year/Key Stage Head for any pastoral issues.
- 6.4. To ensure the relevant member of the Academy Leadership Team are involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.
- 6.5. To ensure they are comfortable in handling complaints.

## **7. Training**

- 7.1. Academy Leadership Team to ensure all staff expected to handle complaints receive training in how to do so and how to record the complaint.
- 7.2. All staff to be made aware and understand the complaints policy and procedures.

## **8. Monitoring & Recording**

- 8.1. 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.
- 8.2. Patterns and trends should be highlighted by the Academy Leadership Team and pro-active investigations should take place in order to prevent re-occurrence.
- 8.3. Recording of complaints will be kept with the Principal/CEO for inspection/review by GEMS School Support Centre should an escalation be required. All such records are kept securely to ensure confidentiality.

## **9. Evaluation**

- 9.1. Each member of the Academy Leadership Team will be responsible for investigating the 'journey' 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.
- 9.2. Feedback should be given on improvement to the process/policy to the Principal/Manager of School Operation