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## Complaints Policy and Procedure

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Nadeen School maintains an open-door Policy, whereby parents and children are able to voice concerns to the teaching staff, school administration, and senior management at any time. In addition, the same applies to the staff, who are able to voice concern to the senior management at any time, in the knowledge that their concern will be dealt with in the strictest of confidence and with the assurance that the problem or concern will be dealt with as soon as possible.

Where possible, parents are encouraged to make an appointment, or speak with teachers before or after class, so as to avoid interrupting teaching time. In rare cases where a meeting is required on an immediate basis, where possible teaching cover will be found for the class so as to not interrupt teaching and learning.

At all times the SLT will listen to pupils, parents, and staff in a fair, open, non-judgemental environment. All complaints and concerns are kept confidential at all times. In the event a complaint or concern has to be forwarded to the Ministry of Education (as may be required as per Ministry regulations in the event of a disciplinary matter) the Ministry have a confidentiality clause in effect.

### Dealing with Complaints – Initial concerns

Staff are to be aware of the difference between a concern and a complaint.

Taking informally-voiced concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. Resolution of problems is encouraged by informal means wherever possible.

If the matter of concern involves a child, the staff member approached with the concern must refer to the class teacher of that child. Where possible, the class teacher will resolve the issue by discussing the matter, clarifying for the parent, or apologising for miscommunication where necessary. This can be done without the need for formal procedure.

If the matter of concern involves a facet of the school administration, the staff member approached must refer to the school's administration team – either front office, accounts, or the head administrator.

In both instances above, the staff member involved in discussing the concern must inform the SLT of the discussion and



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provide written details by the end of the working day. This is to ensure an ongoing record of the matter should it be brought up again in the future.

In either case of concern or complaint, the parent, child, or staff member may submit their issue in writing, via email, or in person.

### **Dealing with Complaints – Formal procedures**

Formal procedures will need to be invoked when initial attempts to resolve the concern are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. This is when a concern evolves into a formal complaint and is passed to a member of the Senior Leadership Team.

Anonymous complaints regarding pupils, staff, the school administration, or running of the school will not be entertained, as the complaint will have no context or 'background'. In cases where the anonymous concern/complaint is based on pure fact and does not contain a 'personal attack' (ex: the car park is muddy) the SMT will endeavour to find a solution to the problem.

### **Complaints procedure**

The main goal of the complaints procedure is to resolve the complaint as efficiently as possible. At all times the interests of the children will remain at the forefront of decision making to ensure their safety, happiness, and wellbeing.

Once a complaint has been passed forward from the class teacher to the Head Teacher or School Administrator the following process will be followed:

The Complaint Form will be filled in in order to:

- establish what has happened so far, and who has been involved.
- obtain any records pertaining to the student or incident.
- clarify the nature of the complaint and what remains unresolved.
- meet with the complainant or contact them (if unsure or further information is necessary).
- clarify what the complainant feels would put things right.
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- conduct the interview with an open mind and be prepared to persist in the questioning.
- keep notes of all discussions and interviews.

If the complaint is still not resolved after discussion with the Headteacher or School Administrator, parents will be directed to the school owners, to whom they may complain in writing or in person. In cases where the SLT and school owners combined are unable to reach resolution with the parent, the school will meet with parents in the company of members of the Advisory Board. If the problem remains unresolved the parent will be directed to the Ministry of Education - Private Education Directorate for further discussion.

The timescale for dealing with complaints will vary according to need. The school owners and Senior Leadership Team will, however, endeavour to address any concerns on the day it is brought to their attention up to a maximum of two



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working days (in the event evidence needs to be gathered.)

### **Resolving Complaints**

Review, reflection, open communication, and a flexible, creative approach to problem solving are at the forefront of the process. At all times, all concerns and complaints are dealt with in the strictest of confidence, and with a mutually agreeable swift resolution the goal. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology
- an explanation or clarification
- an admission that the situation could have been handled differently or better
- an assurance that the event complained of will not recur
- an explanation of the steps that have been taken to ensure that it will not happen again
- an undertaking to review school policies in light of the complaint

Where applicable, a review will take place within a mutually agreed timeframe to review the outcome of the resolution and feedback provided to the concerned parties.