



NADEEN
SCHOOL
BAHRAIN

Complaints Policy

Vision and Mission

We are a child-centred, inclusive and diverse family with a shared love of learning. Our mission is to provide a caring, nurturing and empowering environment in which all children can learn and thrive. Our children and team have the skills and mindset to:

- think, explore and grow
- celebrate and respect ourselves and the people around us
- be compassionate and have a positive impact on the world

Values

Respect

Unity

Compassion

Growth

Purpose

Nadeen School maintains an Open Door Policy, whereby parents, students, and staff are able to voice concerns to the teaching staff, school administration, and senior leadership at an appropriate time. Concerns and complaints will be dealt with in the strictest of confidence and with the assurance that the concern will be dealt with according to the timeframe below.

The aim of this policy is:

- To ensure that concerns and complaints are addressed and resolved in a timely and appropriate manner, transparently, and with due process

Anonymous complaints regarding pupils, staff, the school administration, or running of the school will not be acknowledged or entertained, as the complaint will have no context.

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. If an in-person meeting is not possible then phone calls and virtual meetings will be accommodated.

At all times the Senior Leadership Team (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 has a confidentiality clause in effect.

Dealing with Complaints

STAGE ONE	informally with member of staff	<ul style="list-style-type: none">● acknowledged day 1 or first thing the next working day if received outside of working hours
STAGE TWO	formally with SLT	<ul style="list-style-type: none">● acknowledged day 1 or first thing the next working day if received outside of working hours● addressed within three working days● review weekly if required● escalated to Stage Three if required by any party involved
STAGE THREE	formally with Principal	<ul style="list-style-type: none">● acknowledged day 1 or first thing the next working day if received outside of working hours● addressed within three working days● review weekly if required● escalated to Stage Four if required by any party involved

STAGE FOUR	formally with Board	<ul style="list-style-type: none"> ● acknowledged day 1 or first thing the next working day if received outside of working hours ● addressed within three working days ● review weekly if required ● escalated to Stage Five if required by any party involved
STAGE FIVE	formally with Ministry of Education	<ul style="list-style-type: none"> ● any party reserves the right to escalate directly to stage 5 as per MoE guidelines

STAGE ONE: Initial concern

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 number that develop into formal complaints. Resolution of problems is encouraged wherever possible, within the school day or first thing the next working morning if the concern/complaint is received out of hours.

- **If the matter of concern involves a child**, the staff member approached with the concern must refer to the class teacher of that child within the same day. 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. If it is a matter concerning accounts, refer to the school accounts office; a matter concerning health and safety, refer to the Principal; a matter concerning admissions or enrollment, refer to the Admissions department; and for general inquiries to the front office team who may refer as necessary.

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

- **If the matter of concern involves a staff member**, the staff member with the concern or approached with the concern must inform the Principal directly.

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

STAGE TWO - FIVE: Formal procedures

STAGE TWO: 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.

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 staff member to the SLT the following process will be followed:

SLT will investigate 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) within three working days
- 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

STAGE THREE: If the complaint is still not resolved after discussion with the SLT parents will be directed to the Principal, to whom they may complain in writing or in person.

STAGE FOUR: In cases where the SLT and Principal combined are unable to reach resolution with the parent, the school will meet with parents in the company of a member of the School Board.

STAGE FIVE: If the problem remains unresolved the parent will be directed to the Ministry of Education - Private Education Directorate for further discussion. Typically, the parents and school directors will be included in discussion with the panel but will not be able to influence the outcome of the discussion once the initial evidence has been presented. The Ministry will issue their outcome in writing and present it to the school and to the parents involved.

Findings and recommendations from any and all parties will be shared transparently for the benefit of the process.

Resolving Complaints

Review, reflection, open communication, and a flexible 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
- an undertaking to review staff training and processes

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.

Throughout the process

In all cases parent and staff are entitled to:

- assurance that their concern or complaint will be treated confidentially
- partnership with the school to resolve the matter
- an empathetic, supportive approach to the issue at hand
- a written account of the meetings and discussions that take place
- bring support with them to meetings (for example, a translator, family member, or friend)
- appeal the school's finding by requesting further review
- a translator in meetings if required

Confidentiality:

In all cases all matters pertaining to a concern or complaint remain confidential between the people involved in the discussion. In cases where other people need to become involved (ie: another member of staff needs to be informed of the situation or additional information needs to be sought) this will be disclosed to the parent or staff member.

In some matters the information will be shared directly with the parties who have had the complaint made against them, especially if it relates to health and safety or possible disciplinary action.

In the event the matter needs to be escalated to an outside party (ex: the Ministry of Education) the parent and/or staff member will be informed in advance. In the event the matter becomes a safeguarding concern the process will follow that outlined in the school's Safeguarding Policy.

See **Safeguarding Policy**

Review:

Written by:	SP
Reviewed by:	PW
Reviewed on:	September 2022
Indicative Review Date:	September 2023

All policies will be reviewed as above or as and when needed.