

Review Date: March 2023 (annually)

Review Officer: SLT

Complaints Policy

Rationale

At RGSGQ, we endeavour to ensure that our school provides the very best education for all our children. However, we acknowledge that parents may have grievances over specific matters that may result in a complaint. The following policy sets out the procedure that RGSGQ follows in such cases.

Aims

RGSGQ aims to be fair, open and adhere to our core values when dealing with any concern/complaint. We give careful consideration to all concerns and deal with them as swiftly as possible. We aim to resolve any concern through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We endeavour to provide sufficient opportunity for any concern to be fully discussed, and then resolved. A concern/complaint and all associated records will remain confidential with the particular members of staff dealing with the concern/complaint until it is necessary to address the situation from Step 2 onwards.

The Complaints Process

Step 1: First step when a parent has a concern

If a parent is concerned about anything to do with the education that RGSGQ is providing, they must in the first instance, discuss the matter with their child's class teacher or form tutor. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school and is making good progress. They always want to know if there is a problem, so that they can take action before the problem seriously affects the child's learning. It is important that the parent makes an appointment to meet with the class teacher/form tutor or send an email to the class teacher/form tutor rather than post any concern on social networking sites or discuss with other parents. We endeavor to acknowledge any parental complaints within 48 hours.

Step 2: What to do if the concern is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the class teacher/form tutor, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it first of all with the Phase Leader in Primary or Head of Department in Secondary. If the complaint is related to the Sixth Form, this should go directly to the Head of Secondary.

Step 3: Sharing a concern about the School Leadership Team or Principal

In the event that the situation cannot be resolved in Step 2, then the parent may contact a member of the school's Senior Leadership team. The Senior Leaders of RGSGQ consider any such concern very seriously and investigate each case thoroughly.

Should a parent have a complaint about the School Leadership Team, they should arrange a meeting with the Head of Primary or Secondary School in the first instance. If the matter remains unresolved then this should be escalated to the Principal.

We hope that most concerns escalated to this level will be resolved at this stage. We endeavour to acknowledge any parental concerns within 48 hours.

Step 4: How to take the matter further with the Board of Governors

If an informal concern fails to resolve in Steps 1, 2 and 3, a formal complaint should be made to the Board of Governors. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of the Board of Governors at The Royal Grammar School Guildford, UK, Sarah Creedy at skcreedy@gmail.com. The parent may choose to bring an accompanying adult to the hearing.

The Board endeavours to consider all written complaints within three weeks of receipt. The complaint will be acknowledged in writing by, or on behalf of, the Chair of the Board. The Chair of the Board will need to consider whether the investigation can be completed by the Principal (who will already have been involved), the Chair themselves, or by the Board, and will ensure that:

- Where there is a panel hearing, one panel member is independent of the management and running of the school.
- The complainant is allowed to attend and be accompanied at a panel hearing if they wish.

After hearing all of the evidence, the Board will consider its decision and inform the parent about it in writing within 1 week of the meeting. Complainants can be reassured that all communications relating to complaints, whether verbal or written, will be treated in the strictest confidence.

Step 5: How to report a concern to the Ministry of Education and Higher Education in Qatar

If all internal attempts to resolve the conflict as explained in Steps 1 to 4 are unsuccessful, the complainant may log their concern to the Ministry of Education and Higher Education via their online complaint system: <https://privateschools.edu.gov.qa/Complaints/Pages/addcomplaints.aspx>

Withdrawing a concern/complaint

If a complainant wishes to withdraw a concern/complaint, this must be done in writing to a school's email address (preferably rgsgq@rgsgq.com).